TPA Self Service User Guide

DUA QUEST Project

Division of Unemployment Assistance (DUA)

Commonwealth of Massachusetts

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QUEST System Overview

SYSTEM OVERVIEW

Introduction to QUEST	QUEST (Quality Unemployment System Transformation) will be the completely re-engineered Revenue and Benefits system, providing Employers, Third Party Administrators and claimants with a fast, interactive web-enabled way to transact business with the Division of Unemployment Assistance - DUA. The scope of QUEST includes the two major systems namely, Revenue and Benefits. While the features of the Revenue system will be available from December 7 2009 for the use of Employers and Third party Administrators, the Benefits system is expected to go live in 2011. The scope of this user guide is limited to the Revenue System and is intended for use by Third Party Administrators accessing QUEST. If you are a Third Party Administrator, it is also recommended that you refer to the 'Employer Self Service User Guide' aimed at employers for obtaining information on employer functions. The Employer Self Service User Guide can be accessed at *www.mass.gov/uima*
REVENUE System	The DUA QUEST Revenue System will automate the Registration, Wage and Employment Reporting, Tax Calculation and Payment processes and facilitate these time-saving improvements for employers/Third Party Administrators: • Employers will be able to get complete up-to-date account information and access & maintain their accounts online, via self service. • Wage and Employment filings, UI and UHI Tax filings can be completed in a single process • Large Employers and/or Third Party Agents will be able to file electronically and process multiple records at the same time • Smaller Employers will be able to use online processing for quarterly tax filing and upload documents using specified formats • Employers and Third Party Administrators will be able to make secure online payments.
Disclaimer:	The purpose of this user guide is to help the Third Party Administrators to navigate the QUEST system. It should not used as a reference for Unemployment Insurance Program policies and procedures. Please refer to the DUA website at *www.mass.gov/dua* for Unemployment Insurance Program Policies and Procedures or contact the DUA.

LOGGING IN

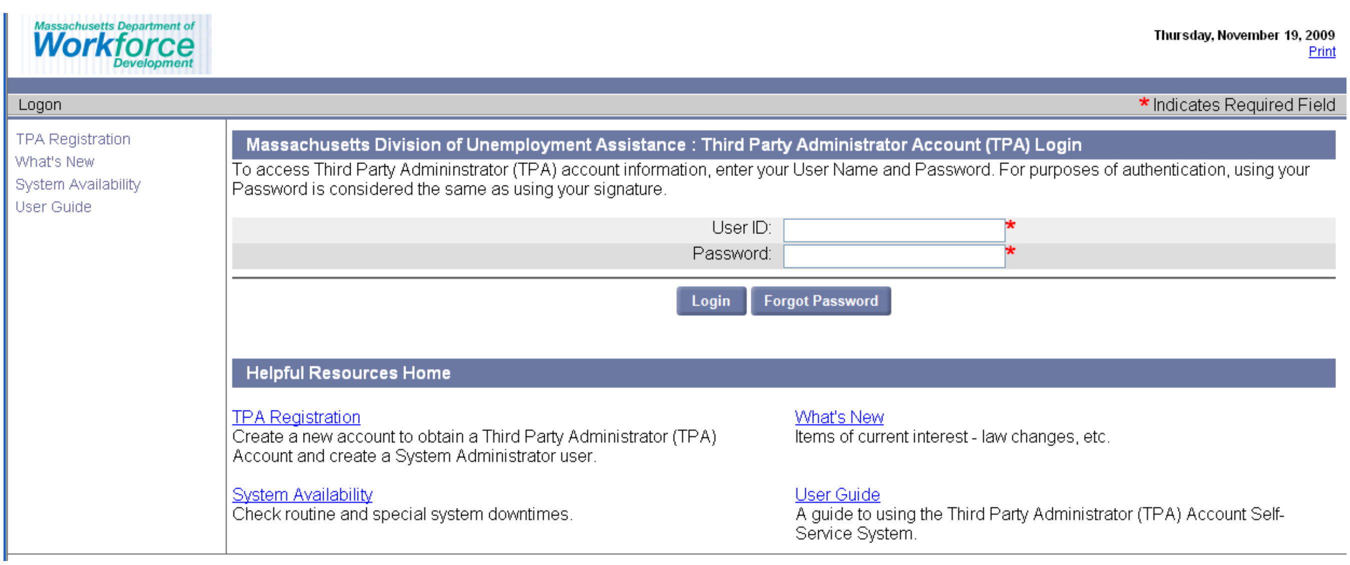
Introduction	This section of the document will show how an authorized user can login to the QUEST system and navigate around QUEST. In order to be able to login to QUEST using the instructions here, you must register yourself as a Third Party Administrator. TPA Registration on the new QUEST system is mandatory for all existing and new TPA(s).

Step-by-Step Instructions:

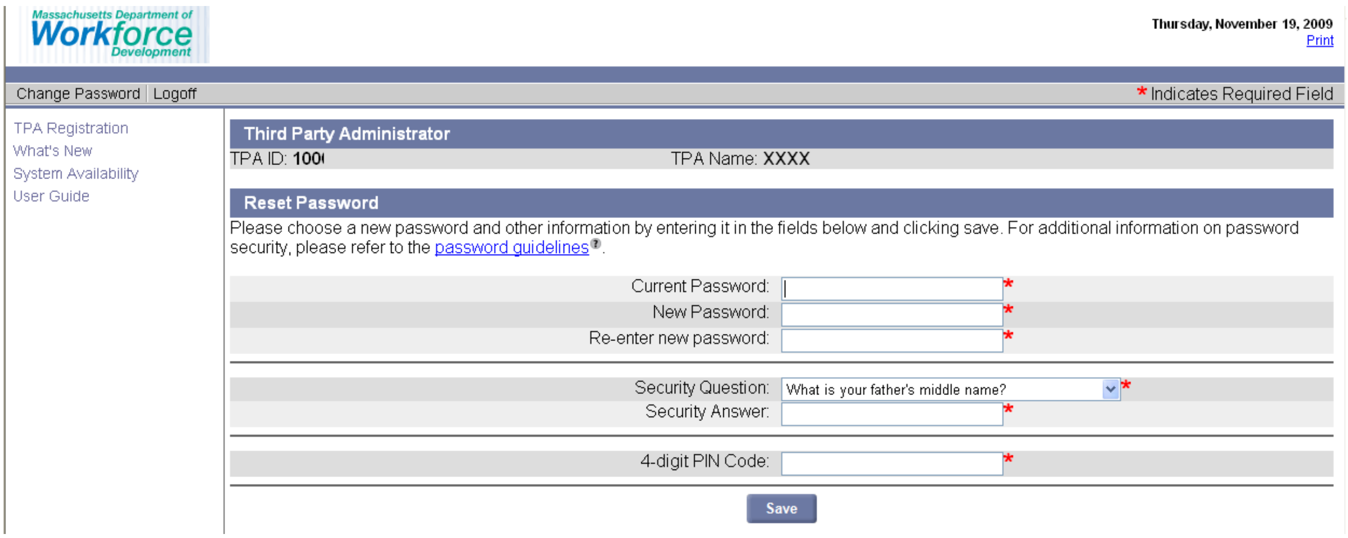
FIRST TIME LOGIN:

The step by step instructions below should be used if you are logging in for the first time after completing the initial registration. Please refer to the set of instructions - ‘LOGGIN IN’, for a normal login process.

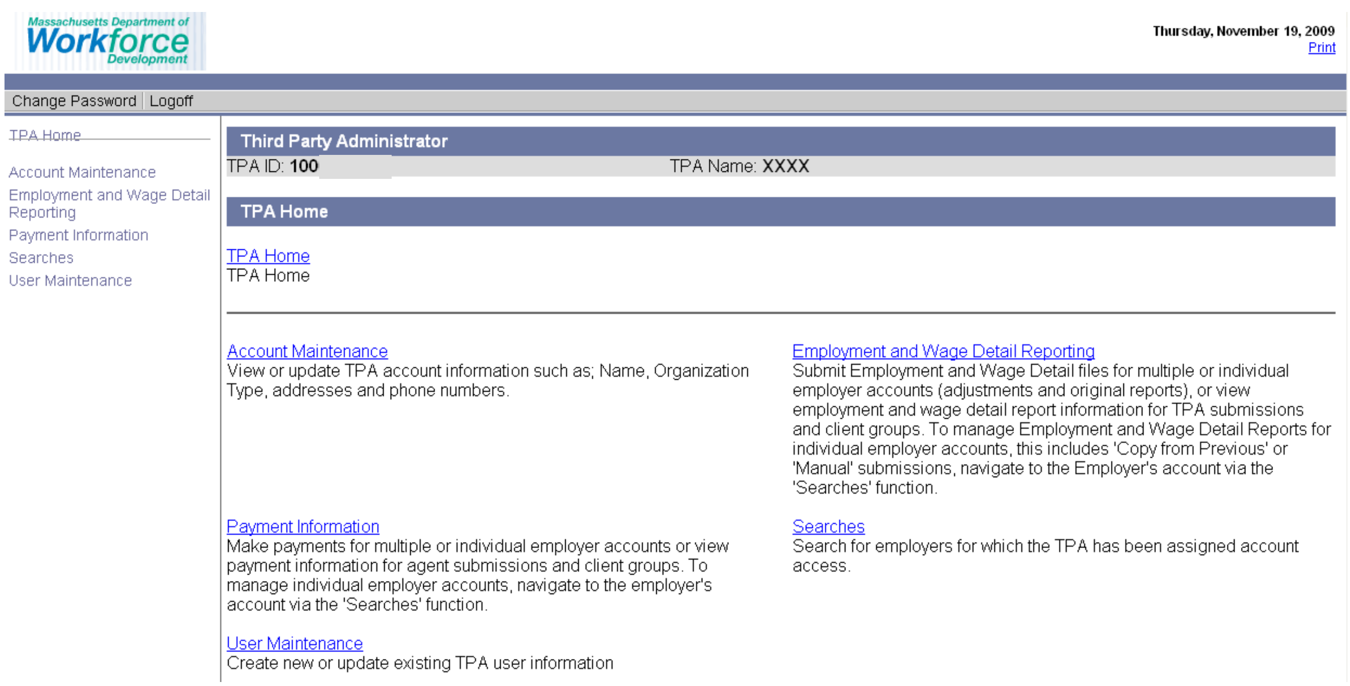
1. Go to the DUA – QUEST webpage at www.mass.gov/uima
2. Click on the link for Agent Login.
3. The following page will appear. Enter the user ID and password you received at the end of your account registration process. This information can also be retrieved from the correspondence received by US Mail, confirming your registration. Click on the link ‘ Login’



4. The following page will appear. Enter the requested information and click ‘Next’. (The username and password would have been displayed at the end of the registration process).



5. The home page for your TPA account will appear as shown below.

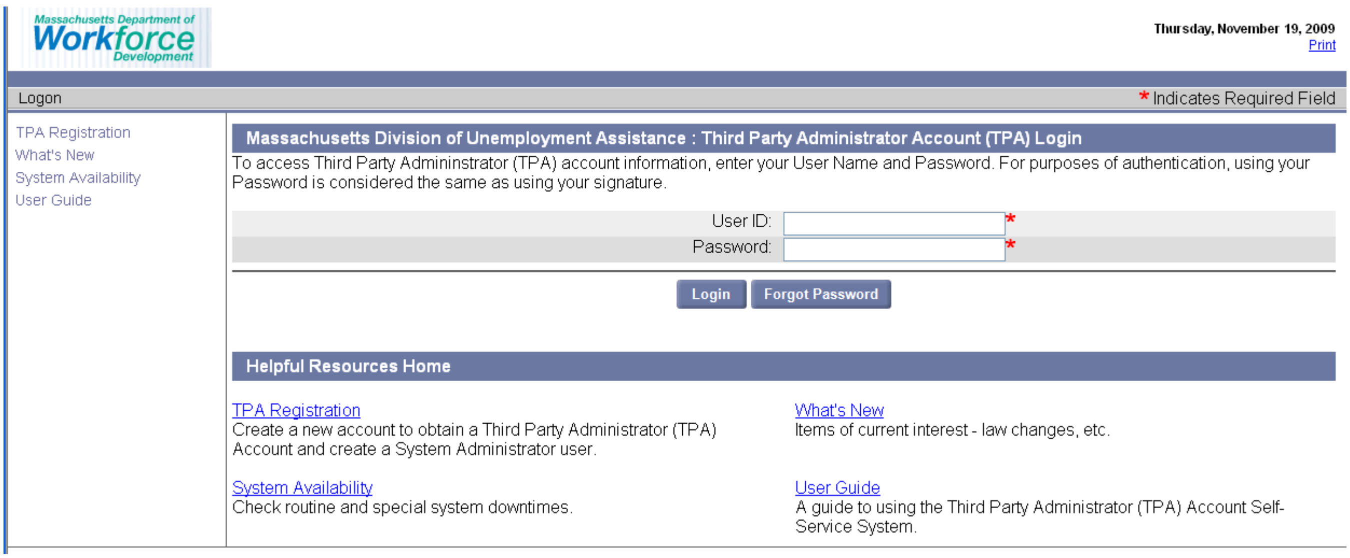


LOGGING IN:

1. Go to the DUA – QUEST webpage at www.mass.gov/uima

2. Click on the link for Agent login. The following page will appear. Enter your user ID and password. Click on the link 'Login'.

NOTE: If you do not have a user ID and password, please contact your system administrator.

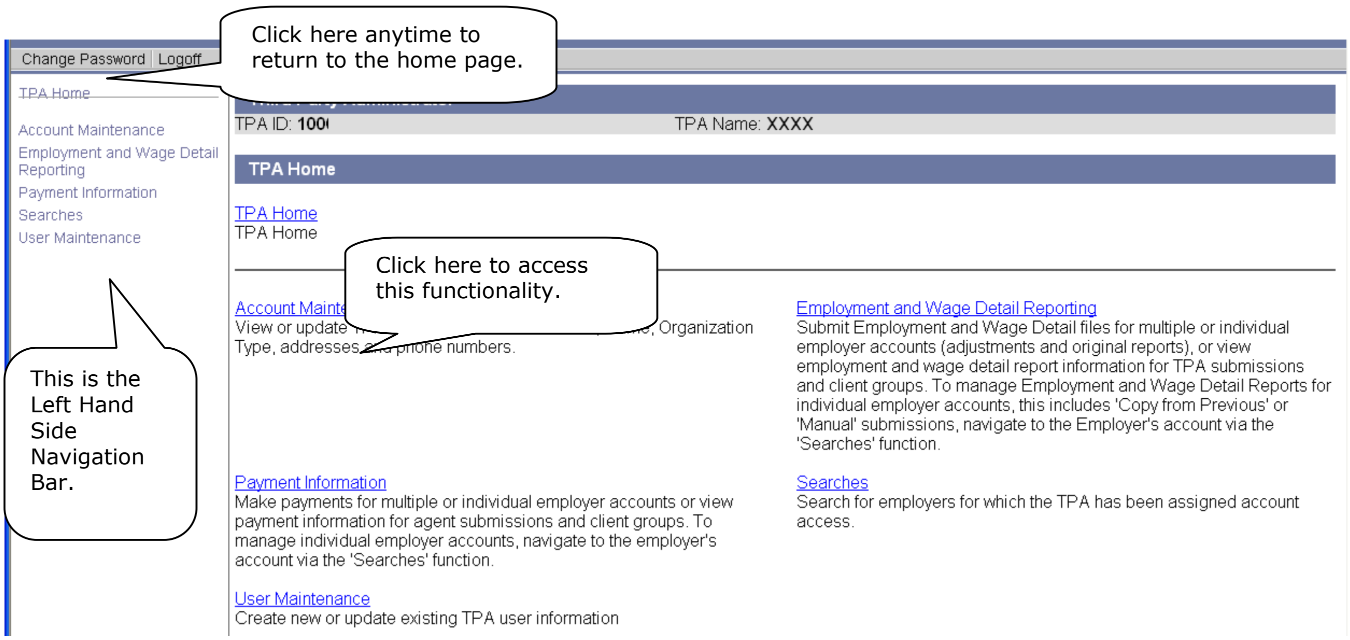


3. The TPA home page will appear as shown below.

NAVIGATION:

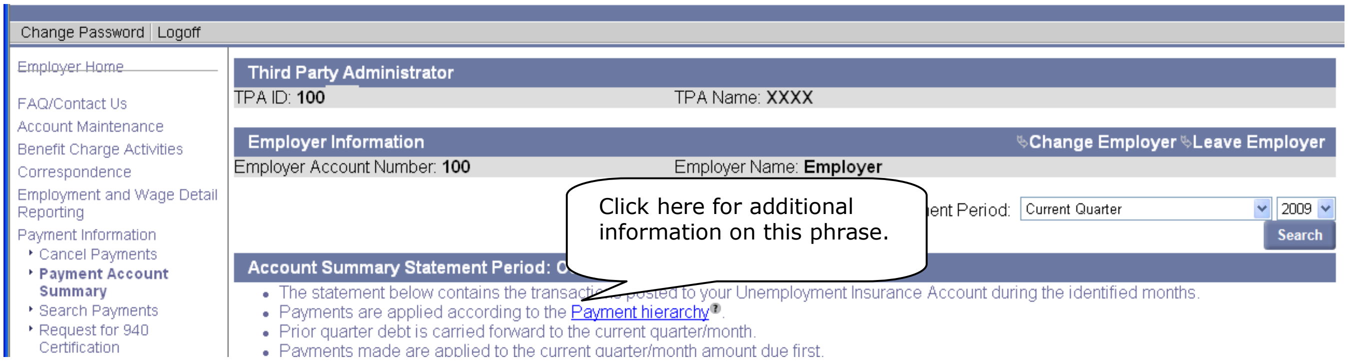
The following is a list of navigation tips:

1. The first page that appears after the user logs in to the system is known as the home page (screenshot below). The user can access the various functions available to him/her by clicking on the respective links. For example, If the user needs to access the Account Maintenance functions, the user will click on 'Account Maintenance' and so on. On this home page, the user will see only the functions limited to his/her security role, as enabled by the system administrator.

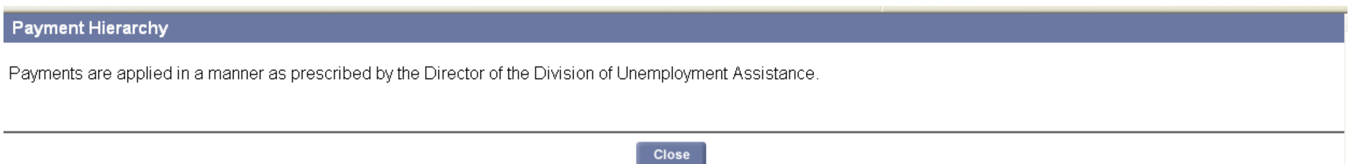


2. **Left Hand Side Navigation bar**: The first page that appears after the user logs in to the system is known as the home page. The left hand side navigation bar is displayed throughout the time you are logged into QUEST. This bar always lists the options available to you in the staff splash page and a drill down list of options available under the current function.

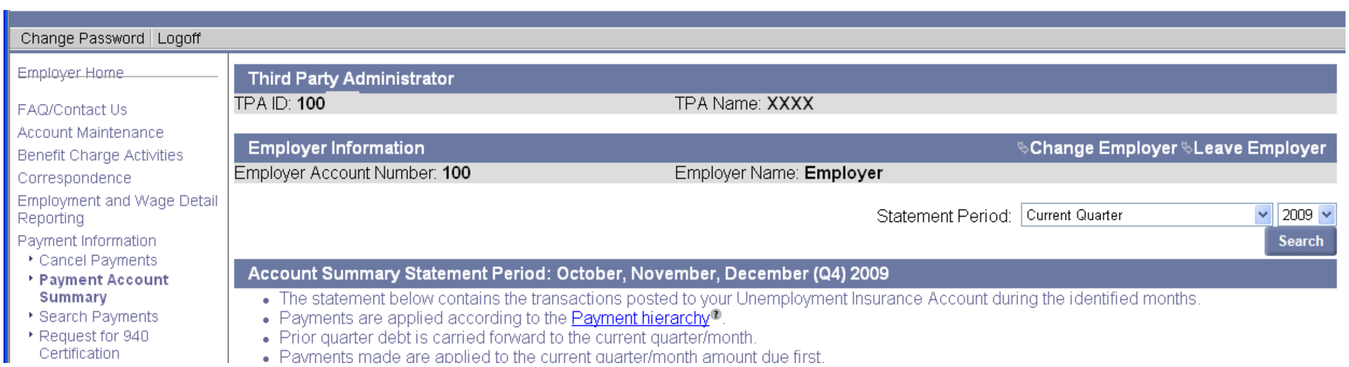
3. **Helpful hints:** Throughout the QUEST system web pages, you will find clickable links followed by a question mark. Clicking on the link will open up a new page, with additional information/definition of the phrase. For example: Payment hierarchy?



The definition of the phrase will appear in a separate window as shown below.



4. **Change Password/Log off**: The links to change password / log off are displayed throughout the time you are logged onto QUEST. Click on respective links anytime to change your password or log off the system.

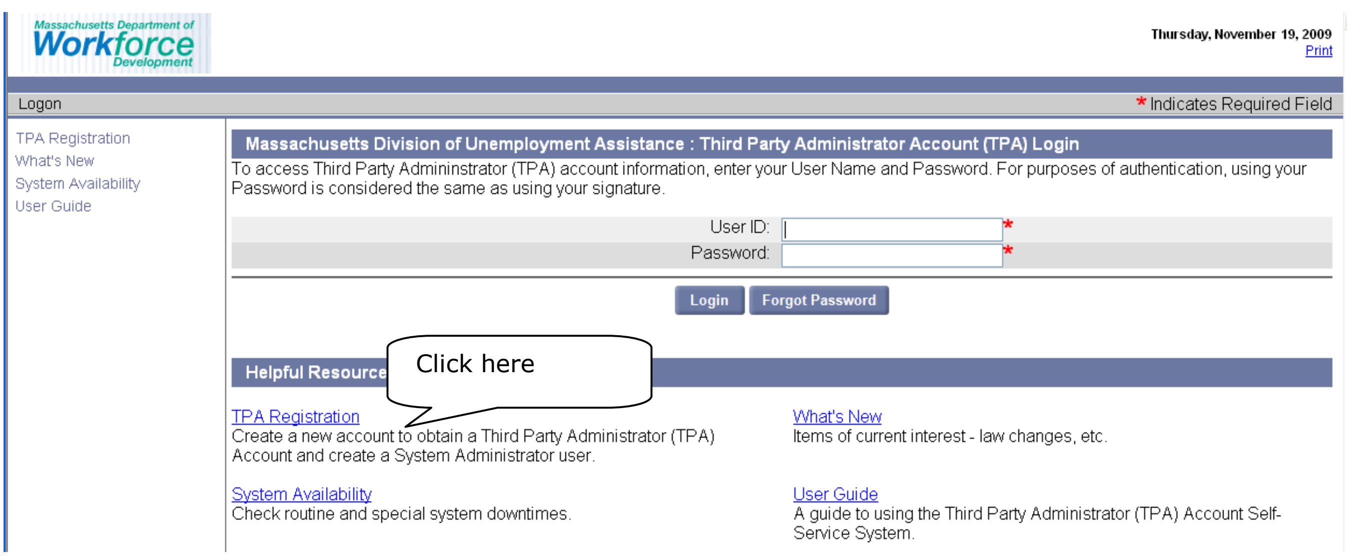


TPA REGISTRATION

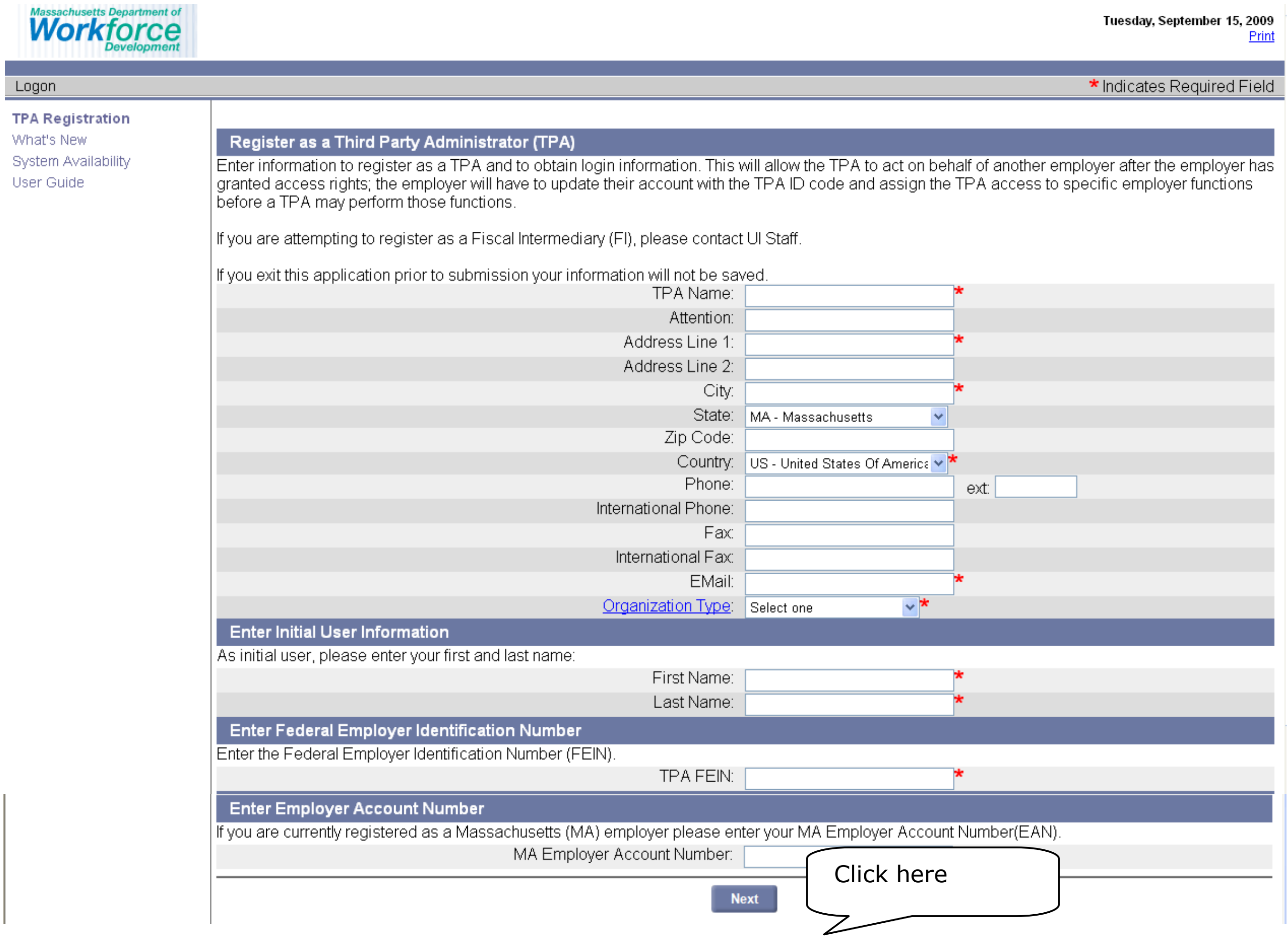
Introduction	If you are an agent authorized to conduct business on behalf of an employer who is registered with the DUA, you must register yourself with the DUA as a Third Party Administrator (TPA). Registration is required, even if you are an existing TPA already conducting business with the DUA. Please follow the step by step instructions below for registering as a TPA. If you are a TPA operating with employees working or living within Massachusetts, you must register as an employer with the DUA using the process for registering employers.
Helpful Hints	The person completing the registration process for your TPA account will be the System Administrator for the account and will have access to all information in the account. The system administrator will be able to view information, make changes, complete transactions, and give online access to other users in this account. Therefore, the person chosen to register the account should be a highly trusted representative of your firm.

Step-by-Step Instructions:

1. Go to the Massachusetts Unemployment Insurance webpage at *www.mass.gov/uima*
2. Click on the link for Agent login.
3. The following webpage will appear. Click on the link 'TPA Registration'.



4. The following page will appear. Enter the information necessary to complete registration and continue to click 'Next' to continue with registration.


Massachusetts Department of Workforce Development

Tuesday, September 15, 2009
Print

Logon
* Indicates Required Field

TPA Registration
What's New
System Availability
User Guide

Register as a Third Party Administrator (TPA)

Enter information to register as a TPA and to obtain login information. This will allow the TPA to act on behalf of another employer after the employer has granted access rights; the employer will have to update their account with the TPA ID code and assign the TPA access to specific employer functions before a TPA may perform those functions.

If you are attempting to register as a Fiscal Intermediary (FI), please contact UI Staff.

If you exit this application prior to submission your information will not be saved.

TPA Name: *
Attention:
Address Line 1: *
Address Line 2:
City: *
State: MA - Massachusetts
Zip Code:
Country: US - United States Of America *
Phone: ext:
International Phone:
Fax:
International Fax:
EMail: *
Organization Type: Select one *

Enter Initial User Information

As initial user, please enter your first and last name:

First Name: *
Last Name: *

Enter Federal Employer Identification Number

Enter the Federal Employer Identification Number (FEIN).

TPA FEIN: *

Enter Employer Account Number

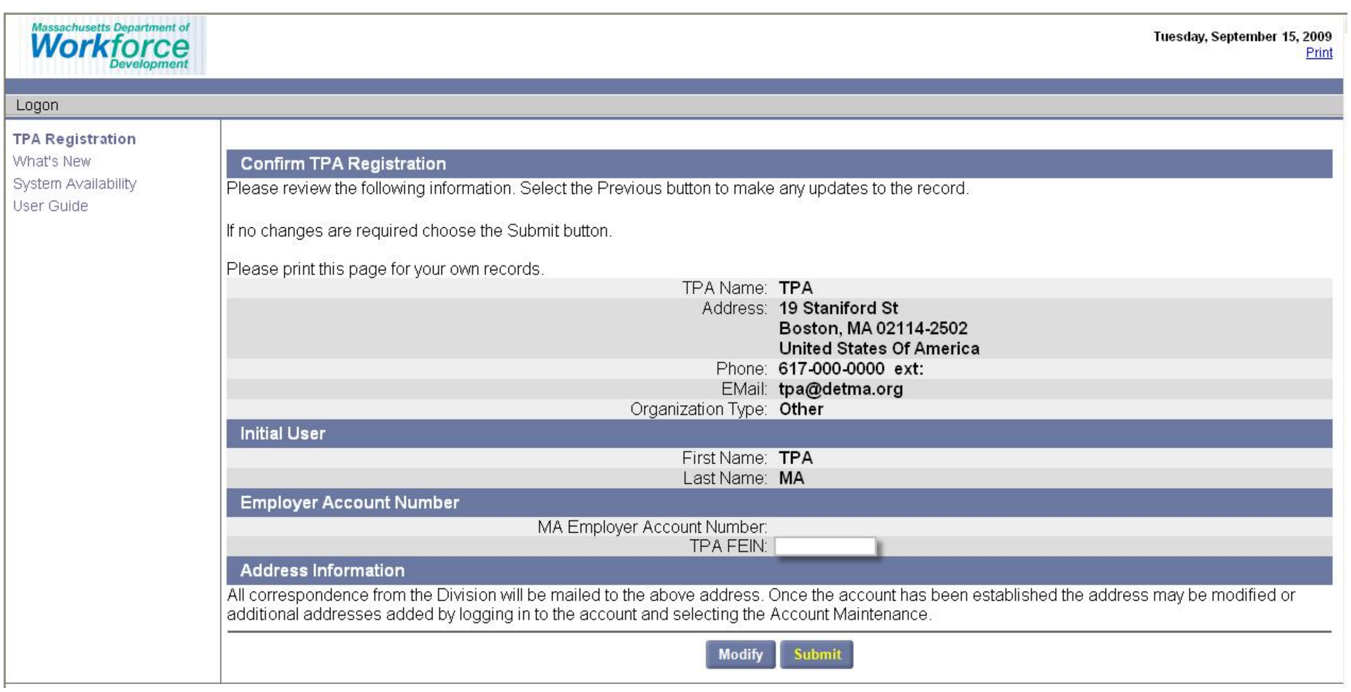
If you are currently registered as a Massachusetts (MA) employer please enter your MA Employer Account Number(EAN).

MA Employer Account Number:

Next

Click here

4. After you have entered all the necessary information, you will be asked to confirm your submission. Click on 'Submit' to confirm.


Massachusetts Department of Workforce Development

Tuesday, September 15, 2009
Print

Logon

TPA Registration
What's New
System Availability
User Guide

Confirm TPA Registration

Please review the following information. Select the Previous button to make any updates to the record.

If no changes are required choose the Submit button.

Please print this page for your own records.

TPA Name: **TPA**
Address: **19 Staniford St**
Boston, MA 02114-2502
United States Of America
Phone: **617-000-0000 ext:**
EMail: **tpa@detma.org**
Organization Type: **Other**

Initial User

First Name: **TPA**
Last Name: **MA**

Employer Account Number

MA Employer Account Number:
TPA FEIN:

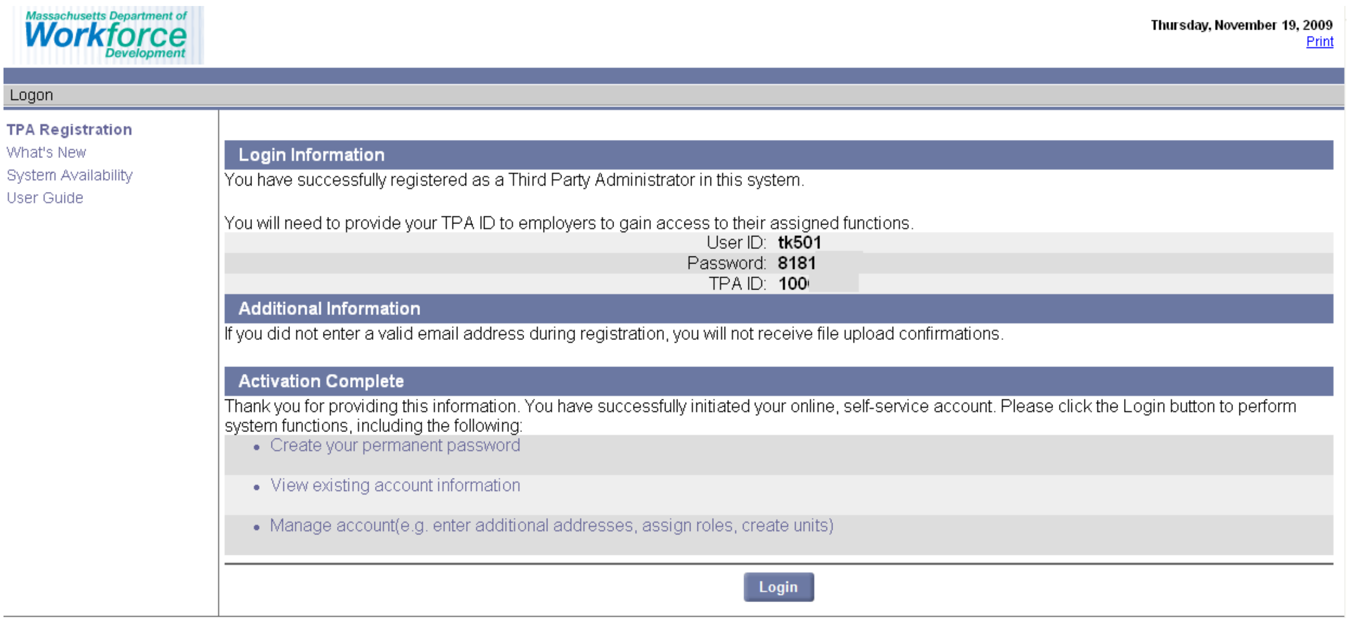
Address Information

All correspondence from the Division will be mailed to the above address. Once the account has been established the address may be modified or additional addresses added by logging in to the account and selecting the Account Maintenance.

Modify Submit

5. Upon confirmation, a page will be displayed with your TPA account ID and username/password to access the system. The registration process is complete. From here you can click on the link 'Login' if you wish to access the system. Please refer to the section 'Logging In and Navigation' for instructions on logging in.

NOTE: You will receive a letter by U.S. mail confirming your registration. You may also print this page for your records and/or continue with the login process.



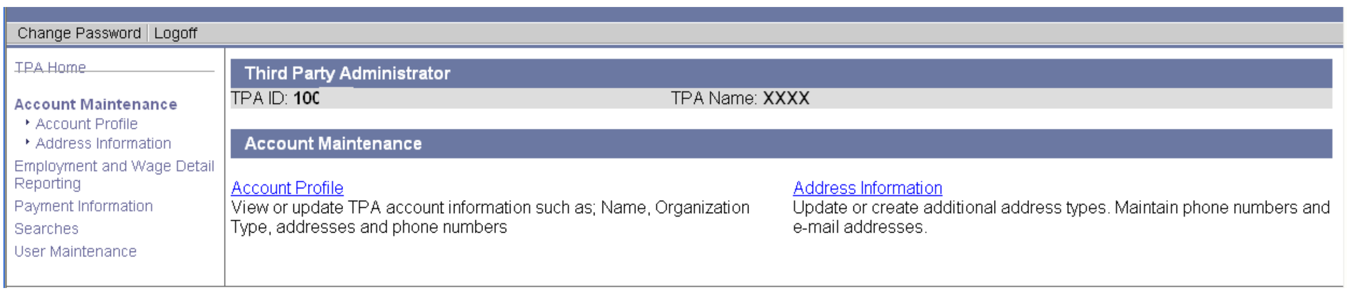
TPA Account Maintenance

TPA ACCOUNT PROFILE

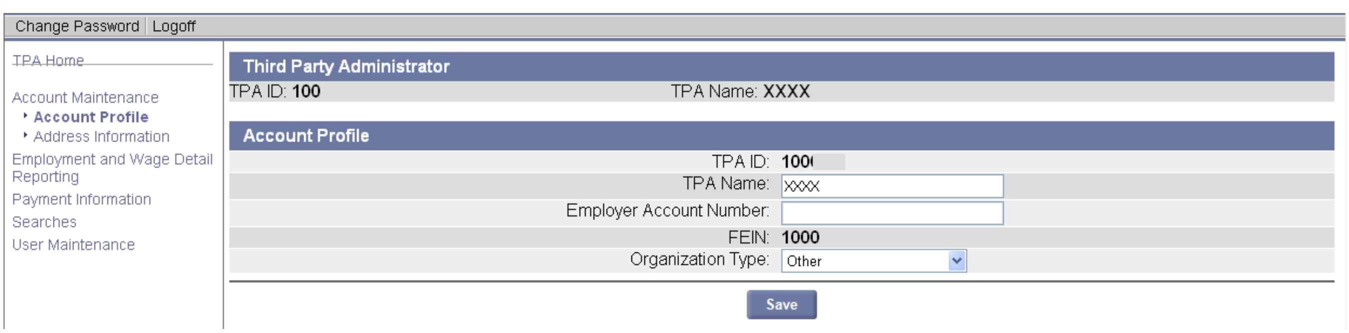
Introduction	This section of the document will explain how an authorized user can modify a TPA profile. The account profile elements that can be modified under this maintenance activity are: TPA name, Organization type.

Step-by-Step Instructions:

1. Navigate to the TPA home page. If required, please refer to the instructions in the section 'Logging In'.
2. Click on the link 'Account Maintenance'. The Account maintenance home page will appear as shown below.



3. Click on 'Account Profile'. The page shown below will appear. Enter your changes as necessary and click on 'Save'.



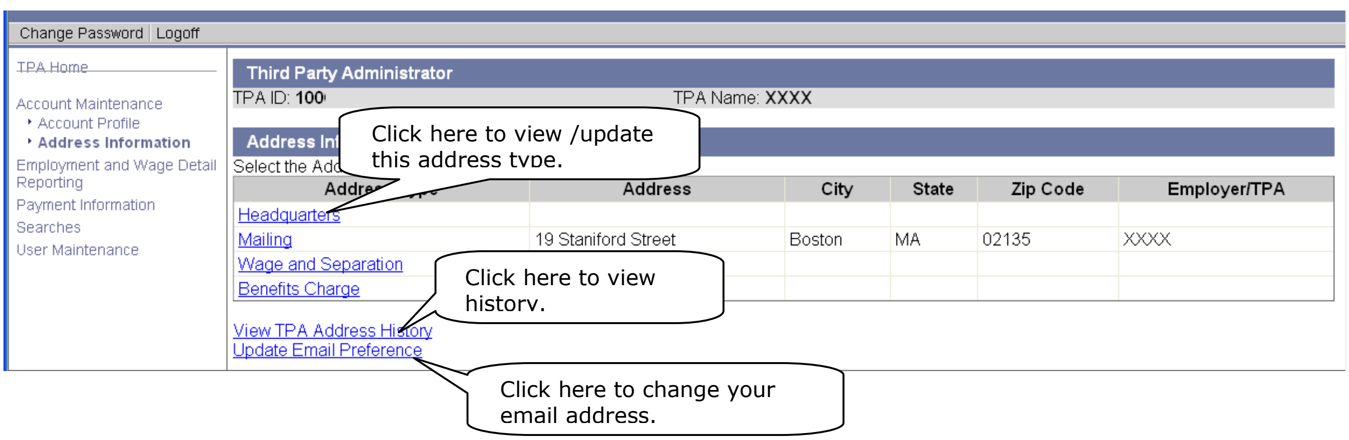
4. Your account profile will be updated.

TPA ADDRESS INFORMATION

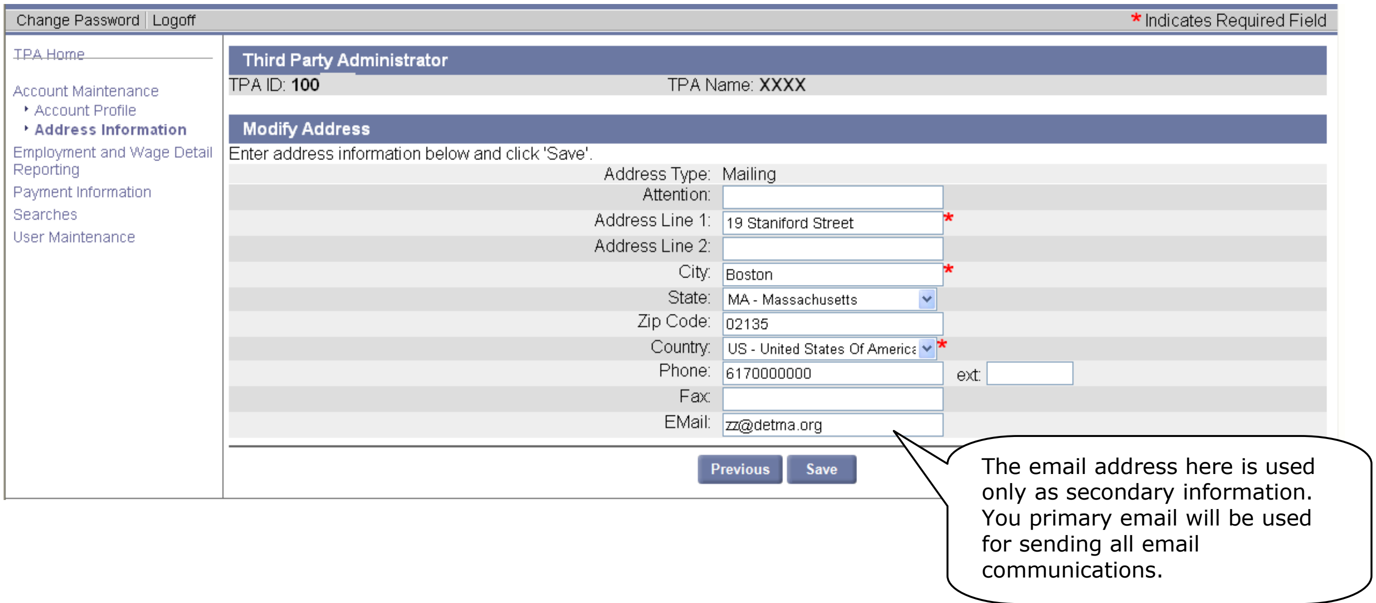
Introduction	This section of the document will explain how an authorized user can view the address information on a TPA account and modify it when necessary. You will also be able to modify your preferred email address for communication here. A TPA account can have up to four different types of addresses and they are: Headquarters, Mailing, Wage & Separation and Benefits Charge. The addresses provided for each type will be used as the mailing address for correspondences related to the address type.

Step-by-Step Instructions:

1. Navigate to the TPA home page. If required, please refer to the instructions in the section 'Logging In'.
2. Click on the link 'Account Maintenance'. The Account maintenance home page will appear.
3. Click on 'Address Information' to view /modify the address on the TPA account. The page shown below will appear.
   NOTE: If you wish to view the address history associated with the account, click on the link 'View TPA Address History'.

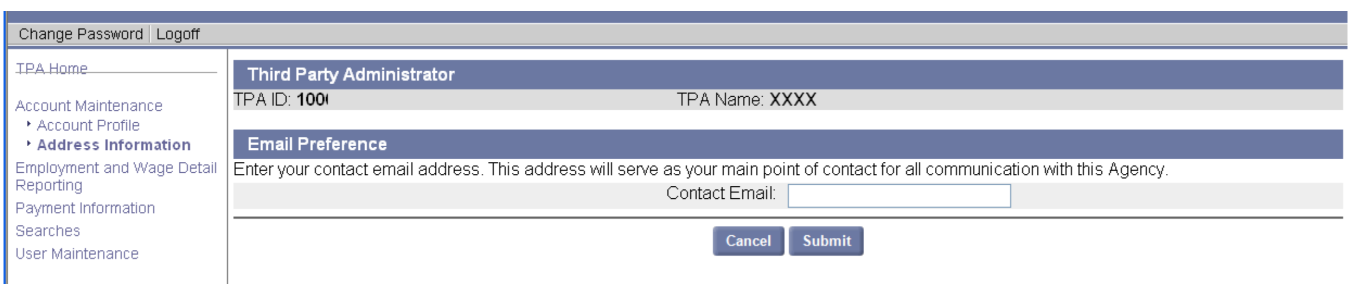


4. **Changing address**: On the screen shown above, click on the address type (for example: 'Mailing') to view/modify the address. The following page will appear. Upon completion of your changes, click on 'Save'.



You will be asked to confirm the address change. Confirm by clicking on 'Submit'. The address change is complete.

5. **Changing email address**: Click on the link 'Update Email Preference' shown in step 4. The following page will appear. Enter your contact email and click 'Submit' to update your changes.



Payment Information

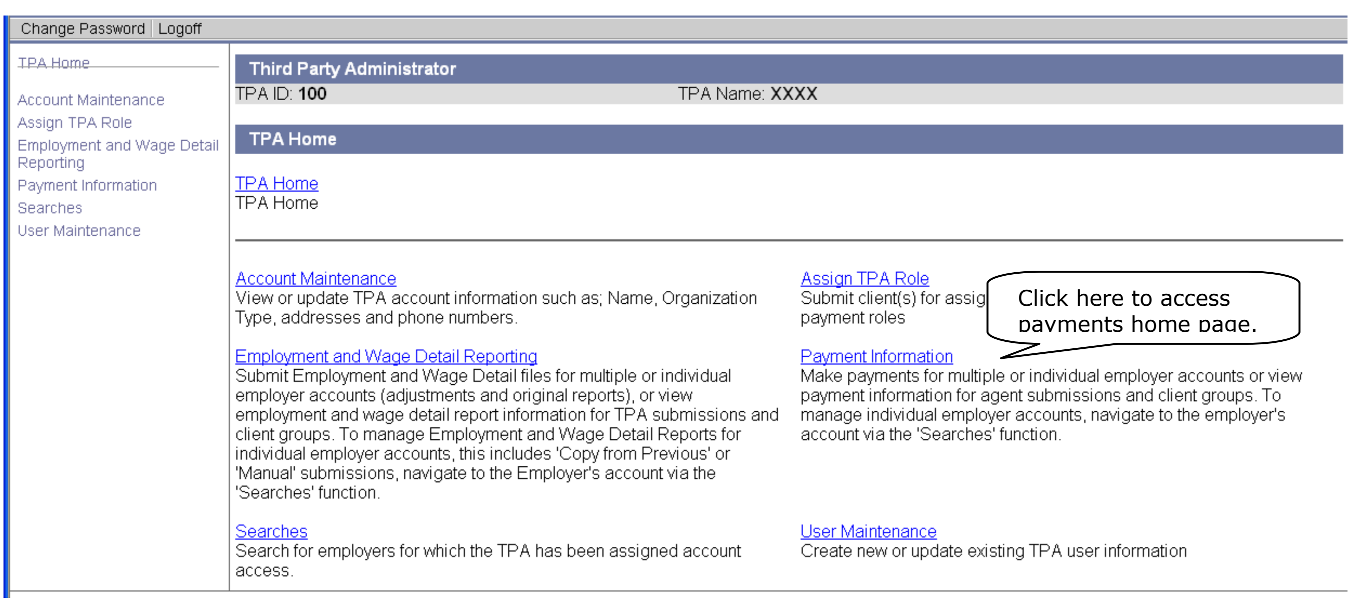
Introduction	The TPA will be able to make payments for multiple or individual employer accounts or view payment information for agent submissions and client groups from the 'Payment Information' page accessed from the TPA home page. In order to manage the employer account individually and perform other payment related functions on behalf of the employer, you must navigate to the employer's account via the 'Searches' function. Please refer to the 'Searches/Employer Account Home' section of this user guide for instructions to access the employer account home page. In addition, refer to the 'Employer Self Service User Guide' for information on employer payment functions. **IMPORTANT: Your TPA account must have the required roles (security access) in order to perform Payment Update and Submit functions, for each assigned employer account. You must contact the employer you are servicing to get these roles assigned to you; if you are not pre-authorized to self assign these roles.**

NAVIGATING TO PAYMENTS

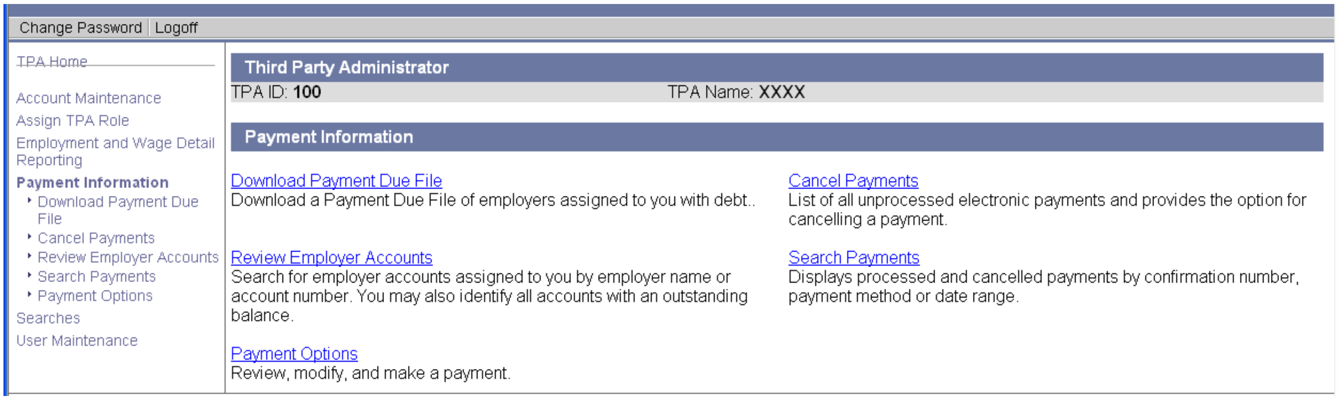
Introduction	This section of the document will show how you can navigate to the payment home page.

Step-by-Step Instructions:

1. Login to your TPA account. The TPA home page will appear as shown below. Click on the link ' Payment Information'.



2. The payments home page will appear as shown below. Click on the payment function you wish to access.

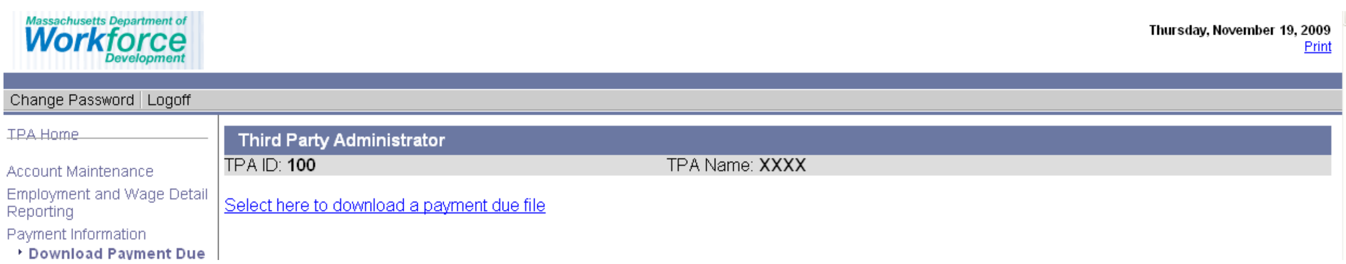


DOWNLOAD PAYMENT DUE FILE

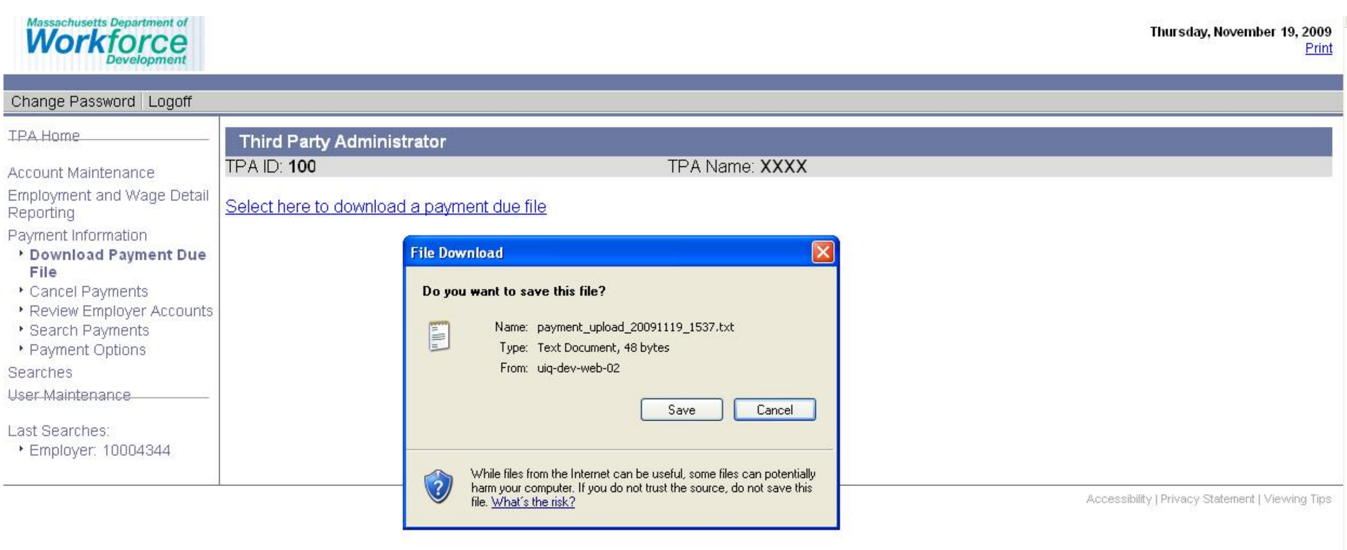
Introduction	This section of the document will show how an authorized user can download the payment due file. The downloaded file will contain all employers assigned to the TPA account with corresponding amounts due. You will be able to use this file to view the payments due for each employer as well as to make payments towards multiple employer accounts at once. For additional information on uploading this file in order to make payments refer to the section on 'Payment Options'.

Step-by-Step Instructions:

1. Navigate to the payment home page using the instructions provided in the section – 'Navigating to payments'.
2. Click on the link 'Download Payment Due File'. The following page will appear. Click on the link on this page to download the file.



3. The following pop-up window will appear. Click on 'Save' and follow the prompts to download and save the file to your local folder.



4. Open the file from your local folder. It will be in the below format. The file layout of the downloaded bulk payment file is as follows:

   TPA ID, Download Date, Record Count *(header row)*

   Employer Account Number, Total Amount Due, Current Quarter Due *(Record 1)*

   Employer Account Number, Total Amount Due, Current Quarter Due *(Record 2)…….and so on.*

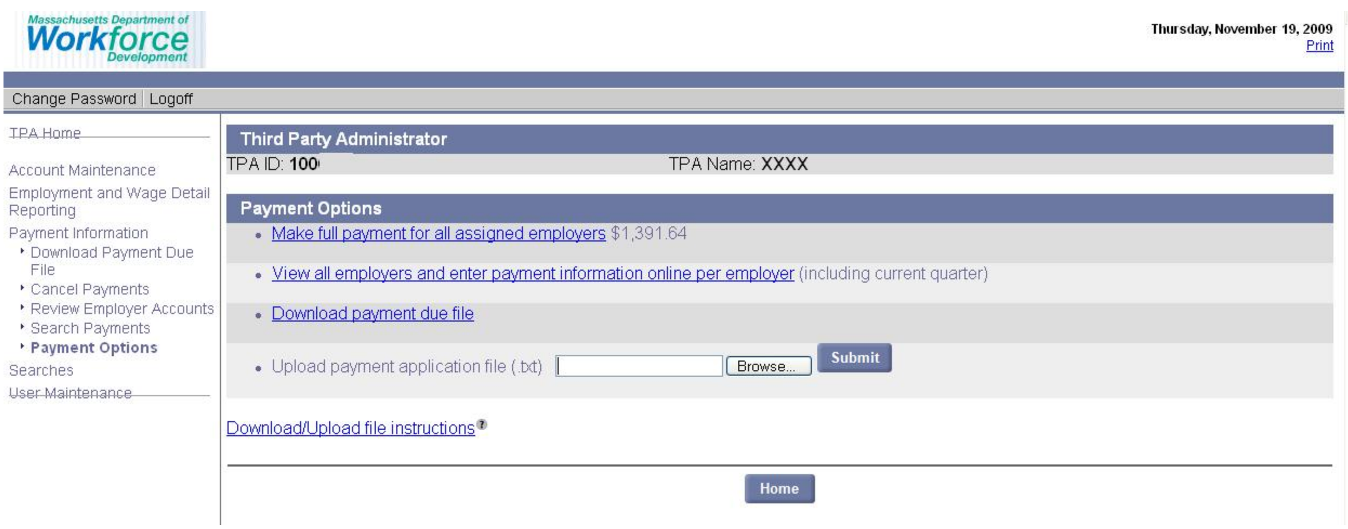
PAYMENT OPTIONS

Introduction	This section of the document will show how an authorized user can make payments from their TPA account on behalf of their assigned employer accounts. There are several methods to make the payments and they will be explained in the step by step instructions.

Step-by-Step Instructions:

Payment Option Home Page:

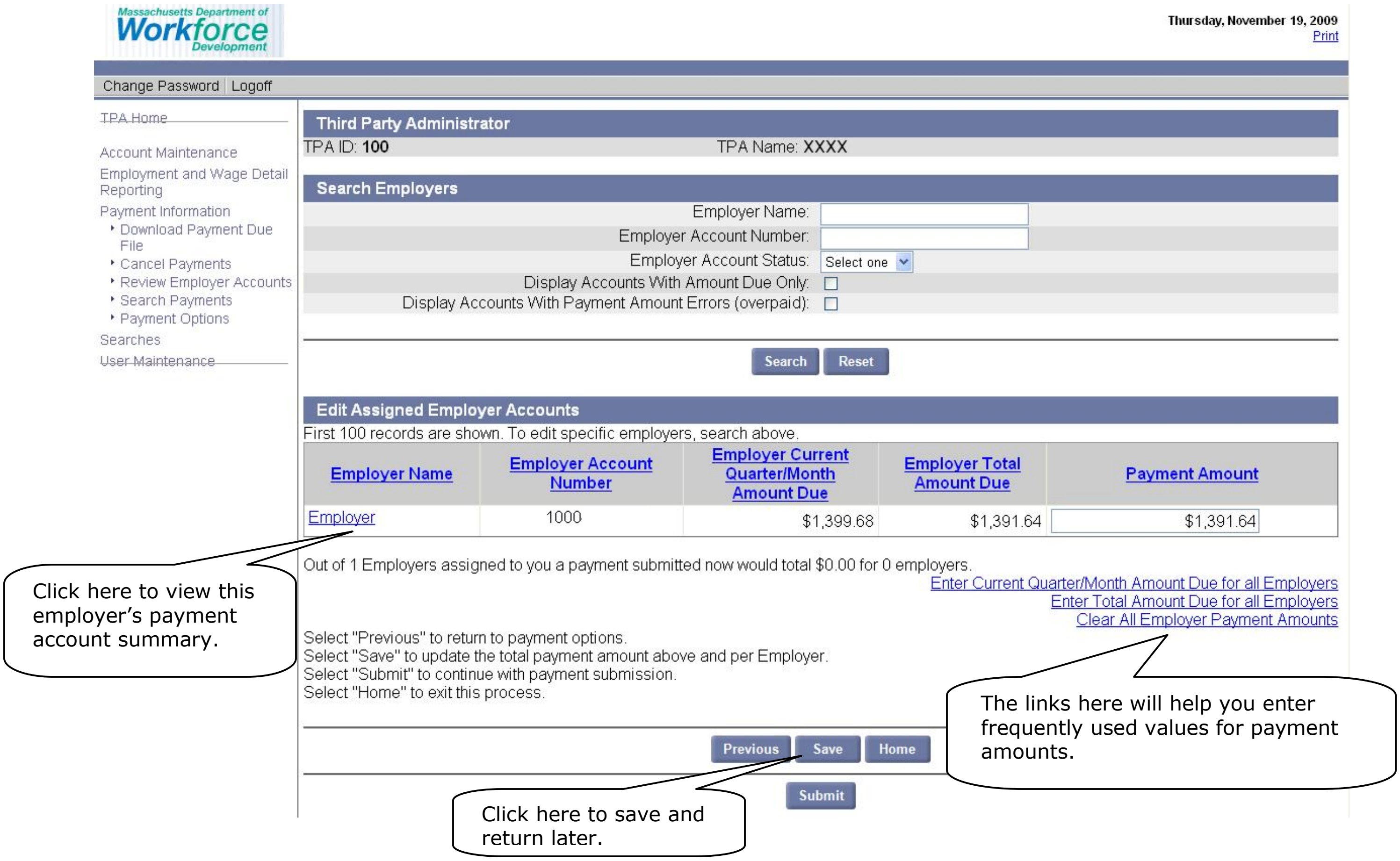
1. Navigate to the payment home page using the instructions provided in the section – 'Navigating to payments'.
2. Click on the link 'Payment Options'. The following page will appear. This page will provide all the available methods to make payments. It will also provide links to edit/delete any previously entered payment details that are in progress. (not shown in the screenshot).



Method 1:

1. Click on the link 'View all employers and enter payment information online per employer'. The following page will appear, listing all the employer accounts (up to 100) associated to your TPA account, with payments due. On this screen you also have the option to search for specific employer(s) using search criteria, if you wish to locate specific employer(s). Enter all the information

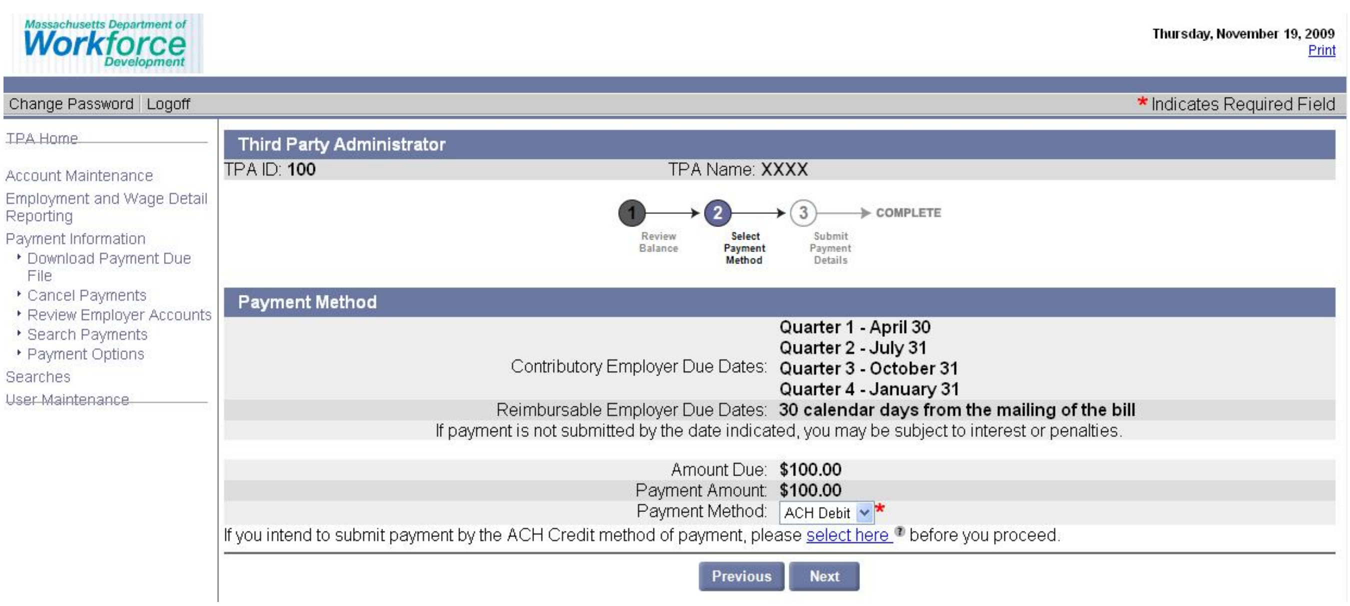
required to complete the payment. Please refer to the screenshot below for additional information on entering payment details.



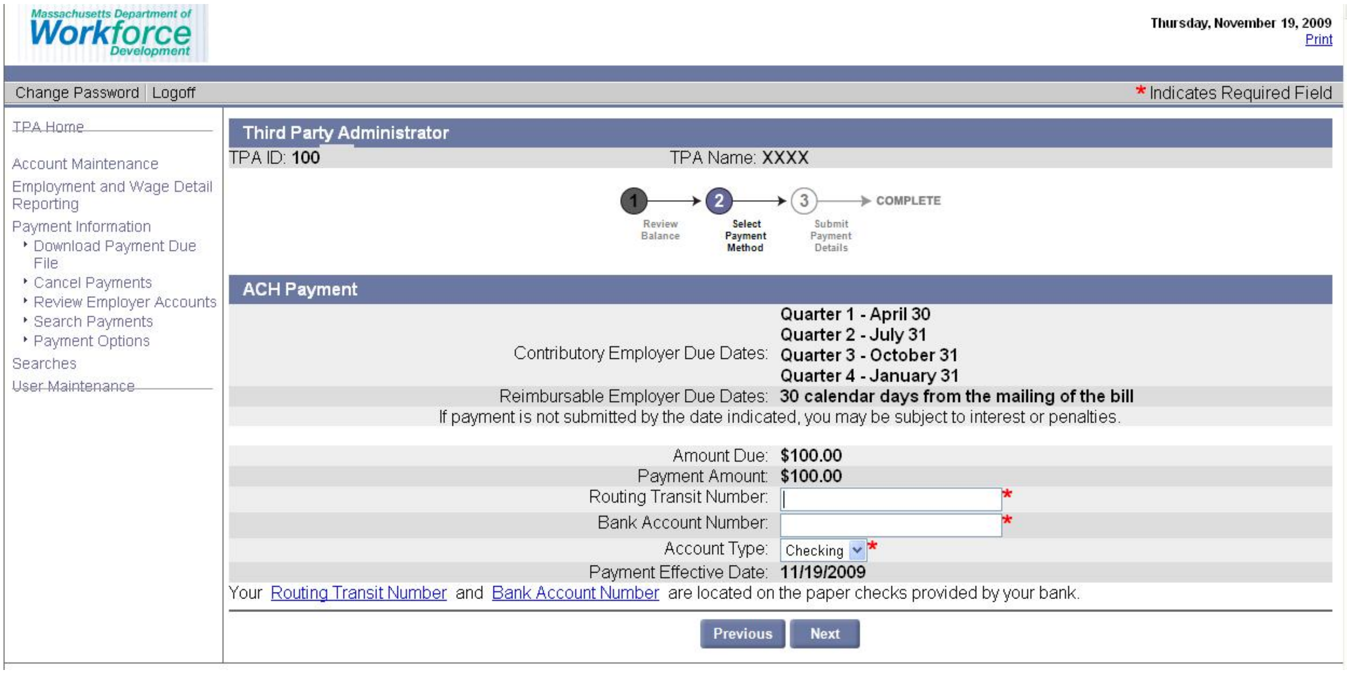
2. Click on' Submit' to proceed to the next step.

3. The following page will appear, displaying the payment you are about to make. Click 'Next' to proceed.

NOTE: The only payment method available on this screen is ACH Debit. Click on the link on this page for additional information on getting set up for making payments via ACH Credit.

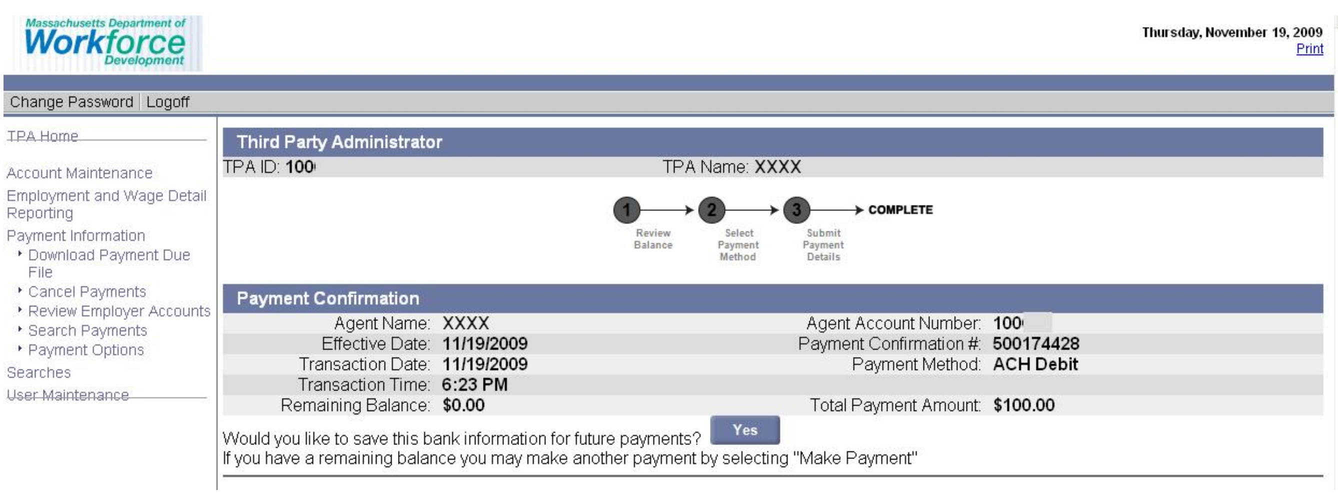


4. The following page will appear where you will be able to enter the bank information. After entering, click 'Next' to continue.



5. On the next page, the payment verification will be displayed. Click 'Submit' to confirm the payment. Click on 'Previous' to make changes.

6. The following confirmation will appear, indicating that your payment is complete. This screen will also present you the option of saving your bank information for future payments. Follow the prompts to save your bank information.



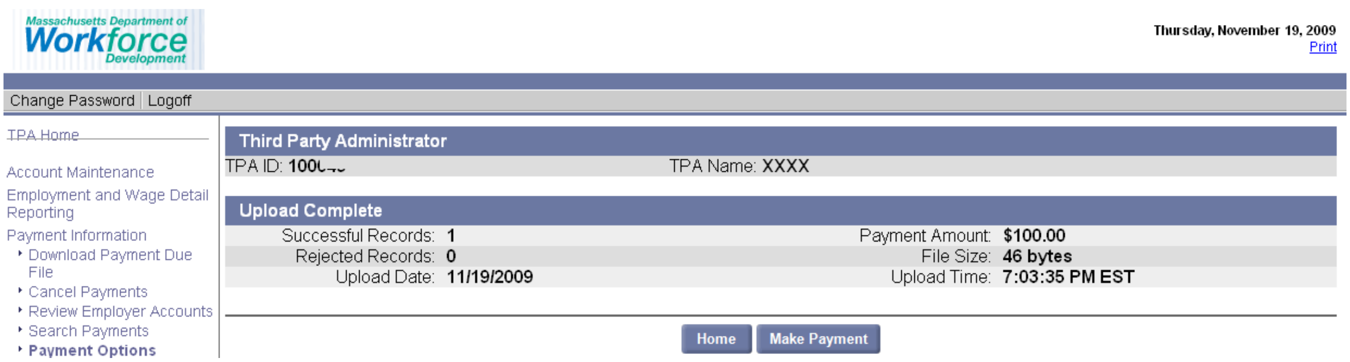
Method 2:

Under this method the user uploads a file with the employer account number and the payment amounts. This allows the user to work offline for entering the payment amounts, for multiple payments. In order to make payments using the file upload method, you must download the payments due file first. Please refer to the section 'Download Payments Due File' for instructions on downloading this file. After downloading the file, you will be able to review the payments due and edit the 'payment due' values on the downloaded file which will be treated as 'payment amount' when the file is uploaded to make payments.

1. Navigate to the payment options home page using the instructions provided in the beginning of this section.

2. Locate the file on your local folder using the 'Browse' button. Click on 'Submit' to upload the file.

3. The following page will appear with the upload status. Click on the link 'Make Payment' to continue with the payment.



4. From here, the process is the same as Method 1. Continue to step 3 of method 1 for instructions to complete the payment.

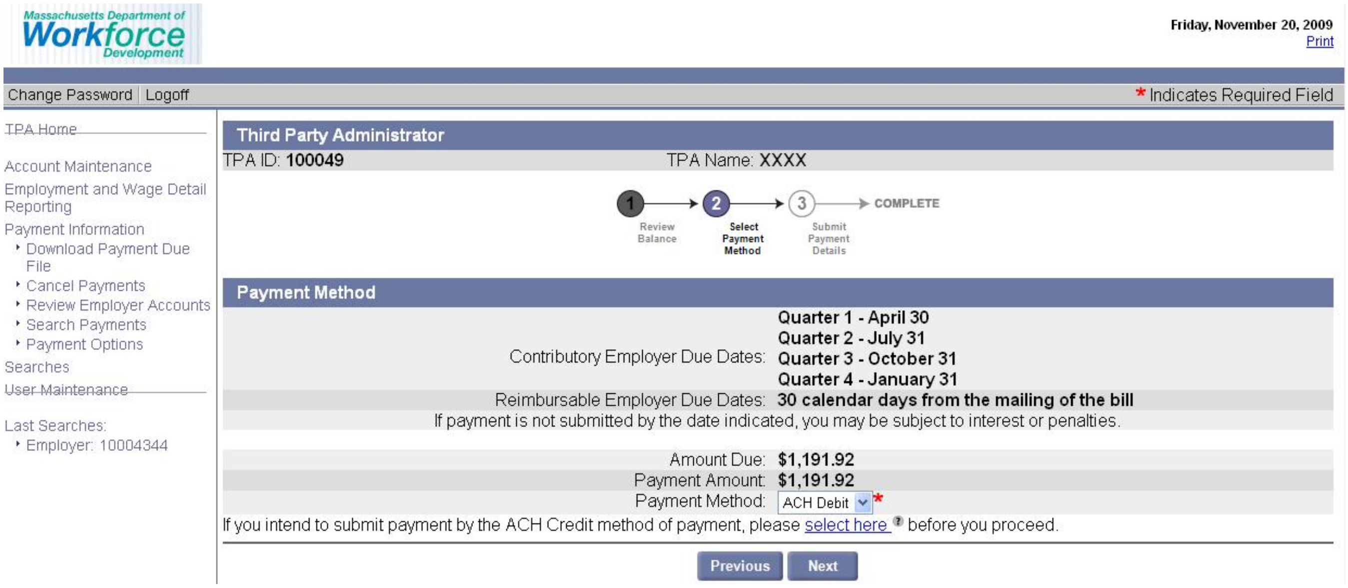
Method 3:

Under this method, you will be able to make only the full payment due on all your assigned employer accounts. You will not be able to make any changes to the payment amounts or remove some of the employer accounts.

1. Navigate to the payment options home page using the instructions provided in the beginning of this section.

2. Click on the link ' Make Full Payment for all assigned employers'

3. The following page will appear, showing the full amounts due. From here on, the process is same as Method 1. Continue to step 3 of method 1 for instructions to complete the payment.


Massachusetts Department of Workforce Development
Friday, November 20, 2009
Print
Change Password
Logoff
* Indicates Required Field
TPA Home
Account Maintenance
Employment and Wage Detail Reporting
Payment Information
Download Payment Due File
Cancel Payments
Review Employer Accounts
Search Payments
Payment Options
Searches
User Maintenance
Last Searches:
Employer: 10004344
Third Party Administrator
TPA ID: 100049
TPA Name: XXXX
1 Review Balance
2 Select Payment Method
3 Submit Payment Details
COMPLETE
Payment Method
Contributory Employer Due Dates:
Quarter 1 - April 30
Quarter 2 - July 31
Quarter 3 - October 31
Quarter 4 - January 31
Reimbursable Employer Due Dates: 30 calendar days from the mailing of the bill
If payment is not submitted by the date indicated, you may be subject to interest or penalties.
Amount Due: $1,191.92
Payment Amount: $1,191.92
Payment Method: ACH Debit *
If you intend to submit payment by the ACH Credit method of payment, please select here before you proceed.
Previous
Next

SEARCH PAYMENTS/TRANSFER PAYMENTS

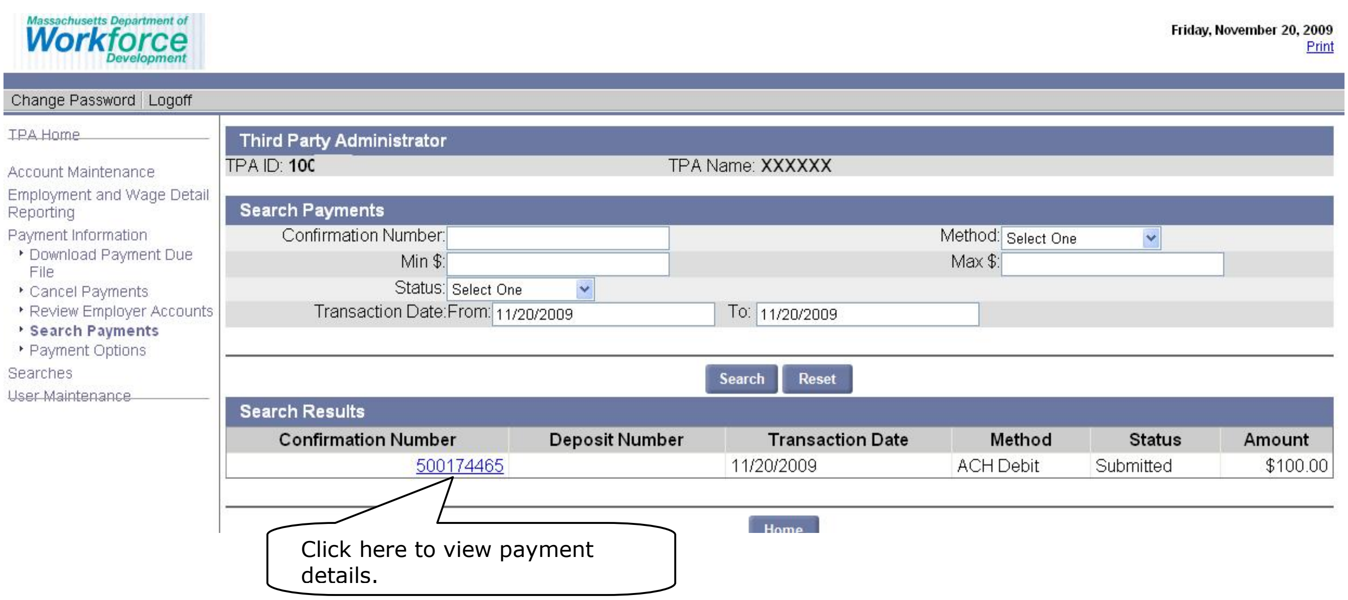
Introduction	This section of the document will show how an authorized user can search for payments and view their status. You will be able to view processed and cancelled payments by confirmation number, payment method or date range. It is also possible to transfer payments from one of your assigned employer account to another, if you realize that a payment has been made to the wrong employer account. The payment can be transferred irrespective of processing status, as long as the 'transfer from' and 'transfer to' employers are assigned to your TPA account with the appropriate payment roles.

Step-by-Step Instructions:

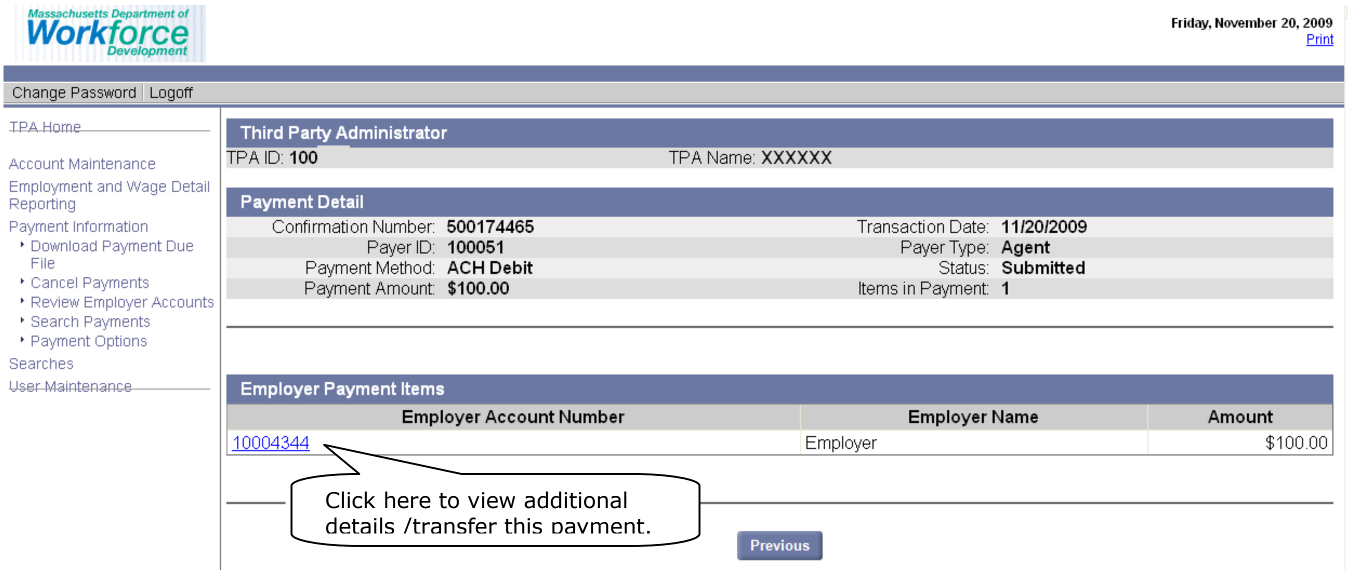
1. Navigate to the payment home page using the instructions provided in the section – 'Navigating to payments'.

2. Click on the link 'Search Payments'. The following page will appear. Enter your search criteria and click on 'Search'.

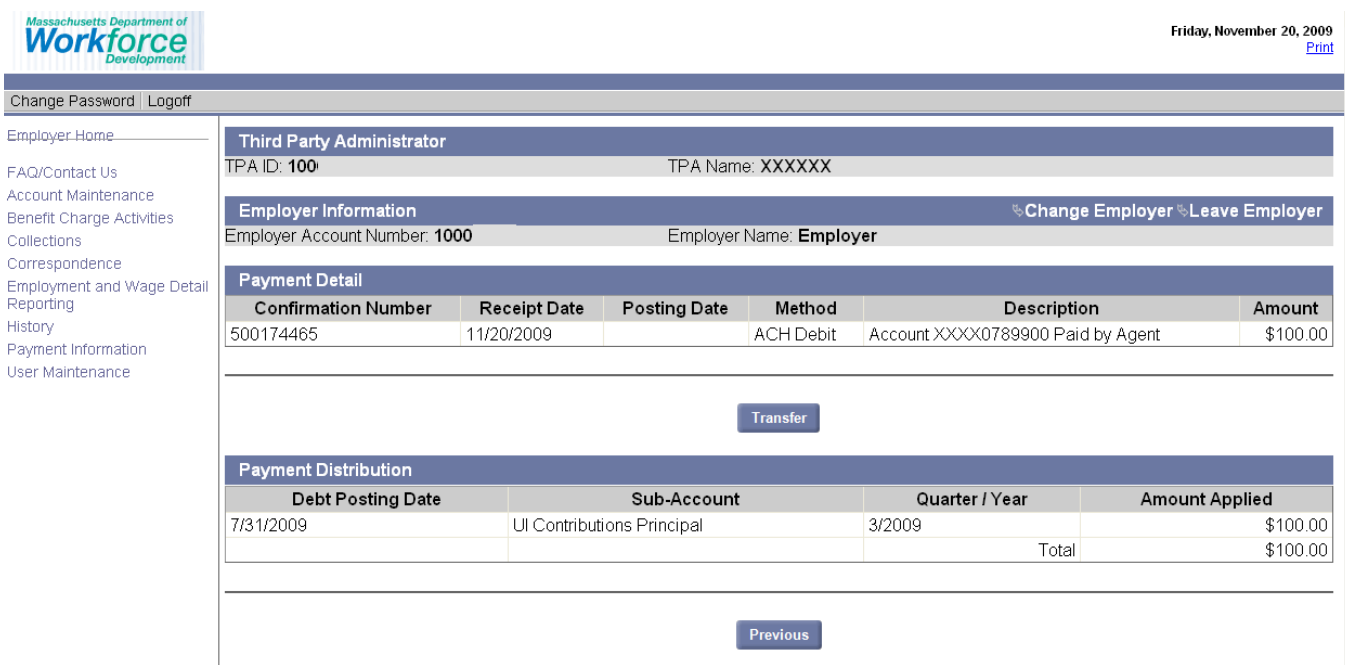
3. The search results will appear as shown below. Click on the confirmation number to view additional payment details.



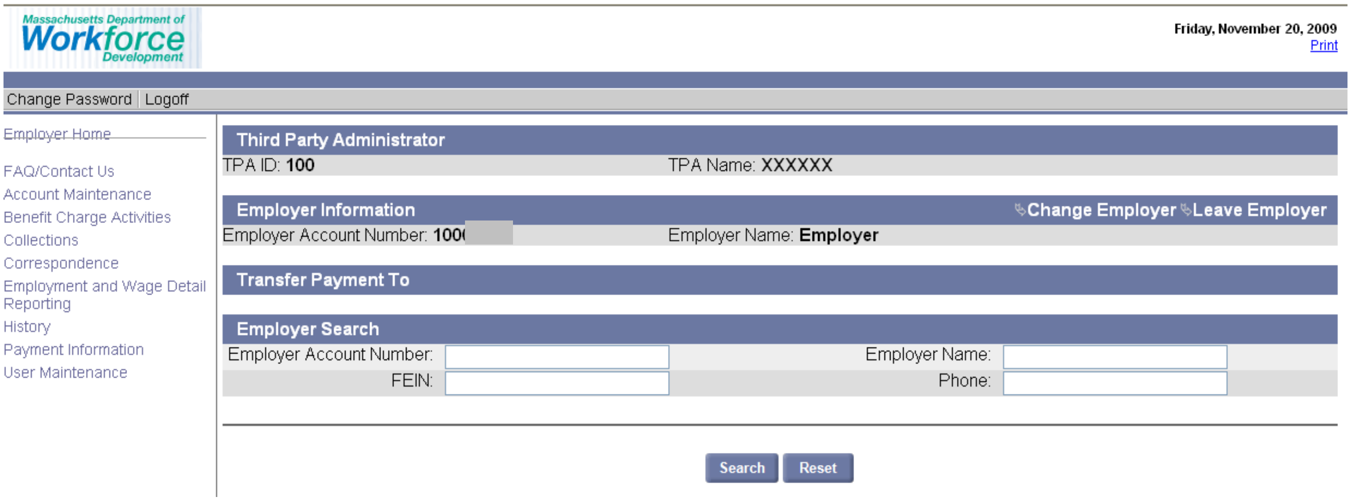
4. The payment details will appear as shown below. Click on the employer account number to view additional payment detail from within the employer account.



5. **Transfer Payment**: Follow steps 1 through 4. The employer account from where you are viewing the payment details will default as the 'transfer from' employer account. Click on the 'Transfer' button.

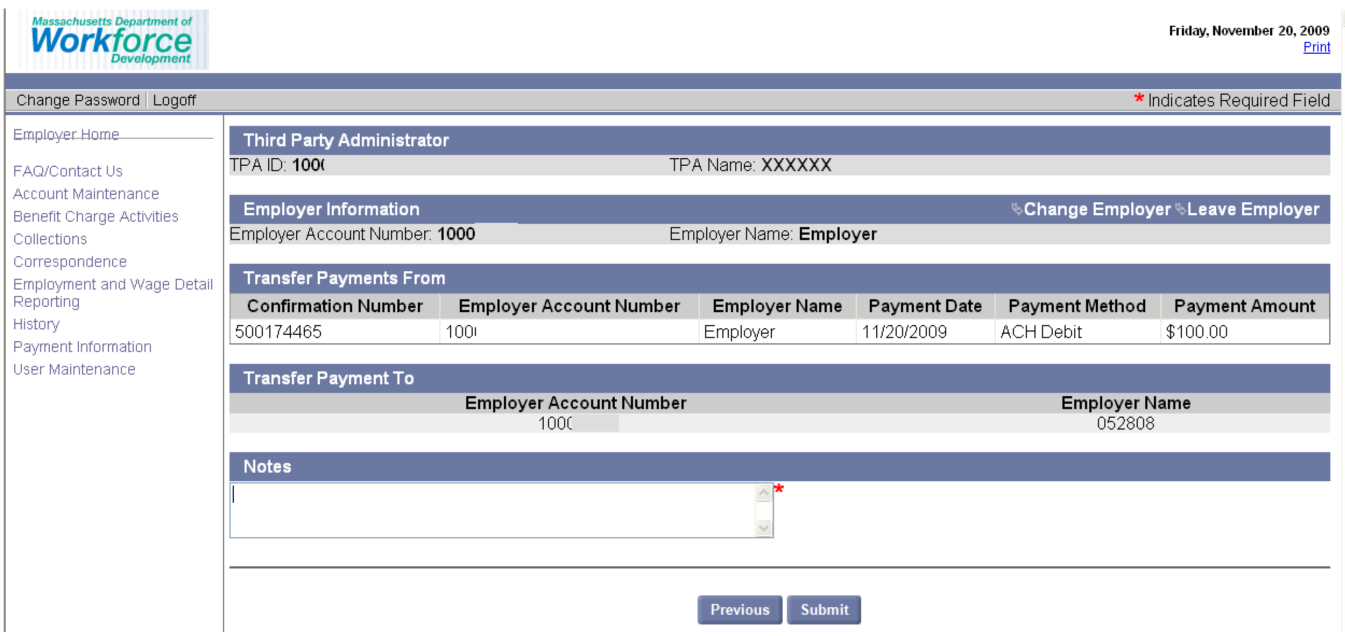


6. The following page will appear. You will be able to search for the 'transfer to' employer account from here. Enter your search criteria and click on 'Search'.

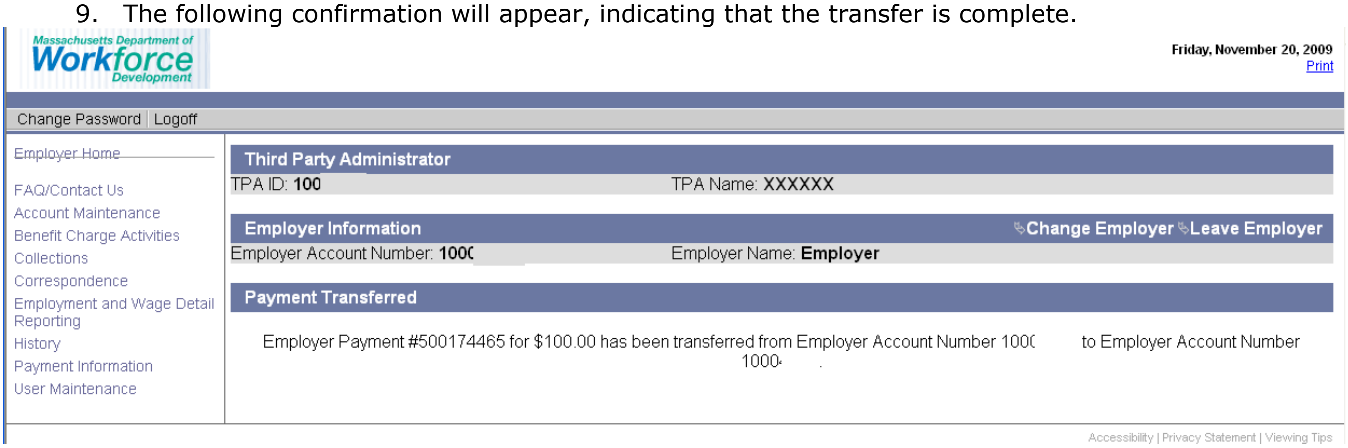


7. The search results will appear. Click on the employer account number to transfer you wish to transfer the payment to and click 'Next'

8. The following page will appear. Enter your reason for the transfer in the 'Notes' section and click 'Submit'.



9. The following confirmation will appear, indicating that the transfer is complete.



REVIEW EMPLOYER ACCOUNTS/PAYMENT ACCOUNT SUMMARY

Introduction	This section of the document will show how an authorized user can search and review the payment account summary for the assigned employer accounts.

Step-by-Step Instructions:

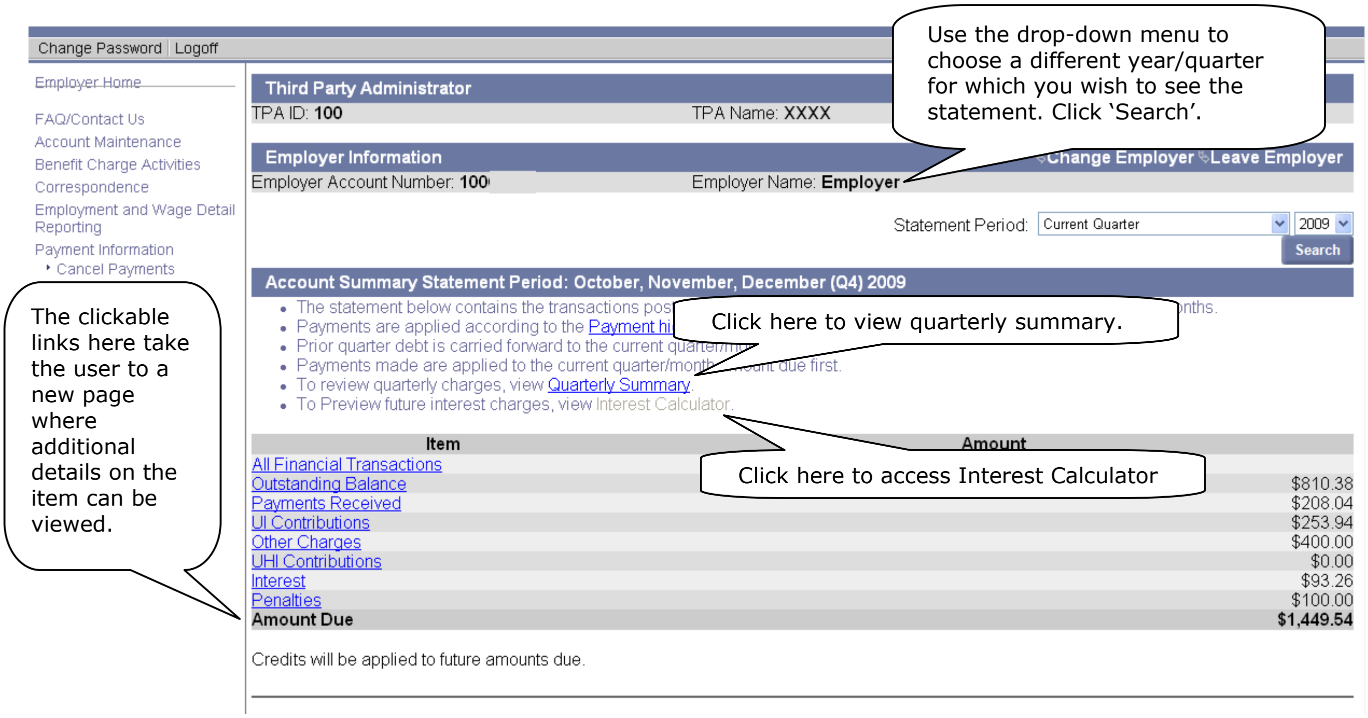
1. Navigate to the payment home page using the instructions provided in the section – 'Navigating to payments'.

2. Click on the link ' Review Employer Accounts' . The following page will appear. Enter your search criteria and click on 'Search'.

3. The following page will appear, displaying the employer accounts you searched for along with the payments due details for the current quarter and total amounts due. Click on the employer name to view additional details on the payments due and to view the quarterly account summary page.

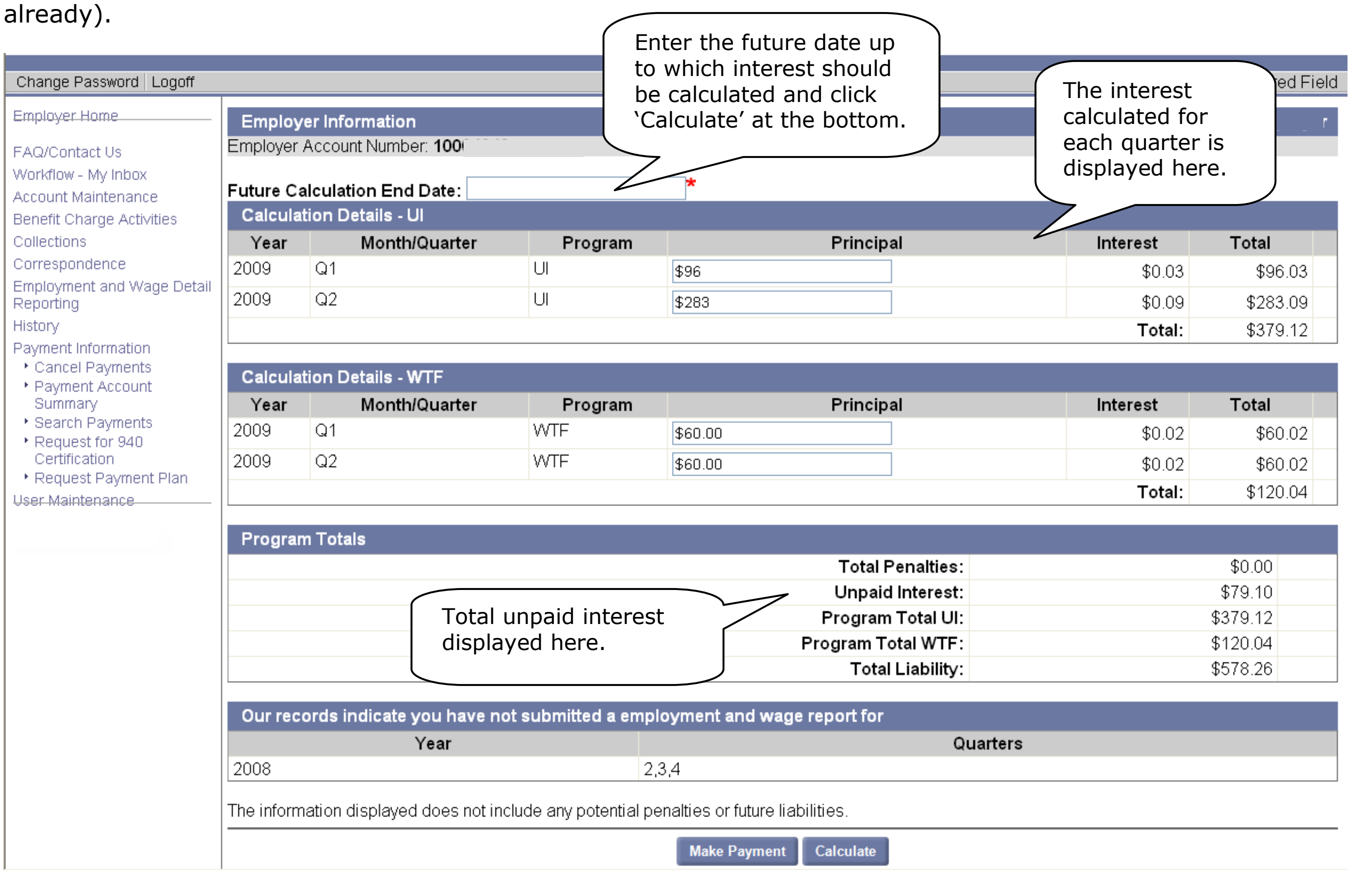
Clicking here will take you to the employer payment account summary

4. The payment account summary for the employer account will appear as shown below.



Viewing Quarterly Summary: The quarterly summary page can be viewed using the link shown in step 4. The page will appear as shown below. This provides a summary view of contributions, payments etc. due for chosen quarter only. The difference from the account summary statement is that it does not include balances due from previous quarters.

Interest Calculator: The interest calculator can be accessed as shown in step 4. The page will appear as shown below. On this screen, the user will be able to calculate the interest due on all outstanding balances. (Interest cannot be calculated for a past/future quarter for which contribution calculations do not exist already).



Employment & Wage Detail Reporting

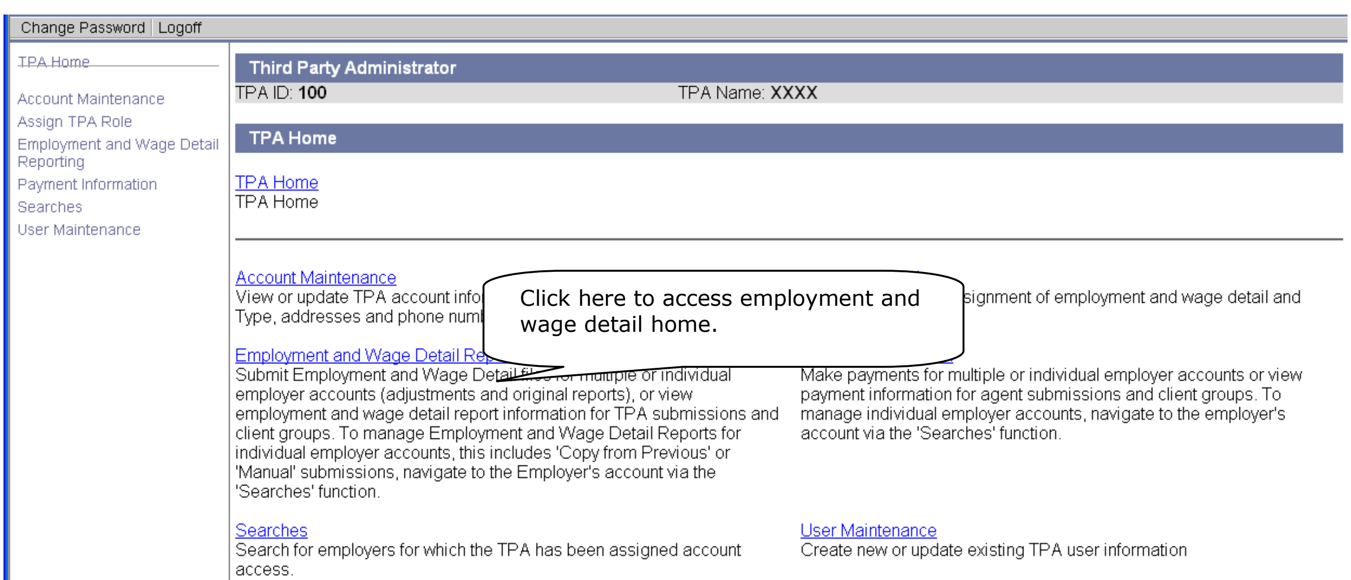
Introduction	The TPA will be able to submit Employment and Wage Detail files for multiple or individual employer accounts (adjustments and original reports), or view employment and wage detail report information for TPA submissions and client groups, from the Employment and Wage Detail Reporting functions accessed via the TPA home page. To manage Employment and Wage Detail Reports for individual employer accounts, including. 'No employment and wage detail Report' 'Copy from Previous' or 'Manual' submissions, you must navigate to the Employer's account via the 'Searches' function. Please refer to the 'Searches/Employer Account Home' section of this user guide for instructions to access the individual employer account. In addition, refer to the 'Employer Self Service User Guide' for information on employer functions related to employment and wage detail reporting. **IMPORTANT: Your TPA account must have the required roles (security access) in order to perform Wage Detail Update and Submit functions, for each assigned employer account. You must contact the employer you are servicing to get these roles assigned to you, if you are not pre-authorized to self assign these roles.**

NAVIGATING TO EMPLOYMENT & WAGE DETAIL HOME

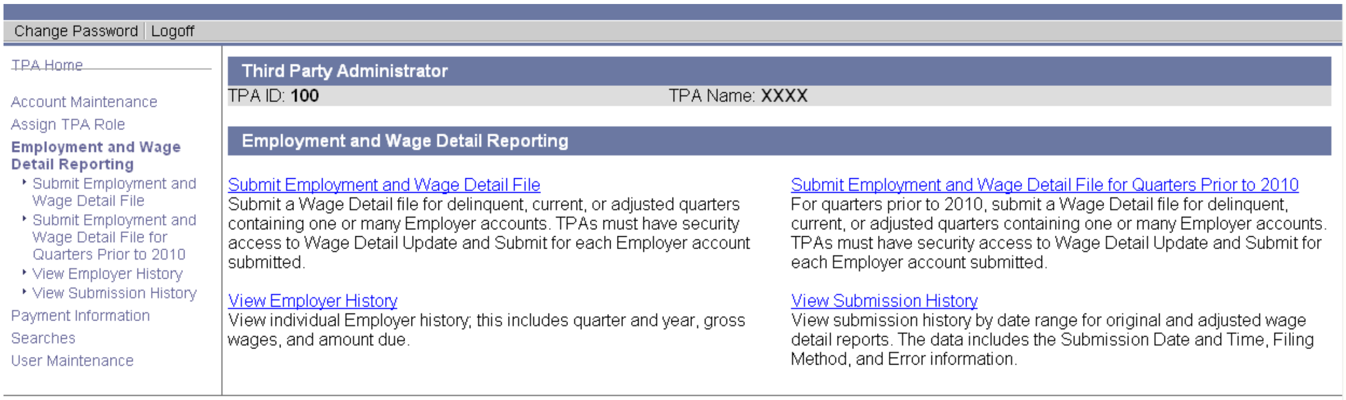
Introduction	This section of the document will show how you can navigate to the employment and wage detail home page.

Step-by-Step Instructions:

1. Login to your TPA account. The TPA home page will appear as shown below. Click on the link 'Employment and Wage Detail Reporting'.



2. The employment and wage detail home page will appear as shown below. Click on the function you wish to access, from here.

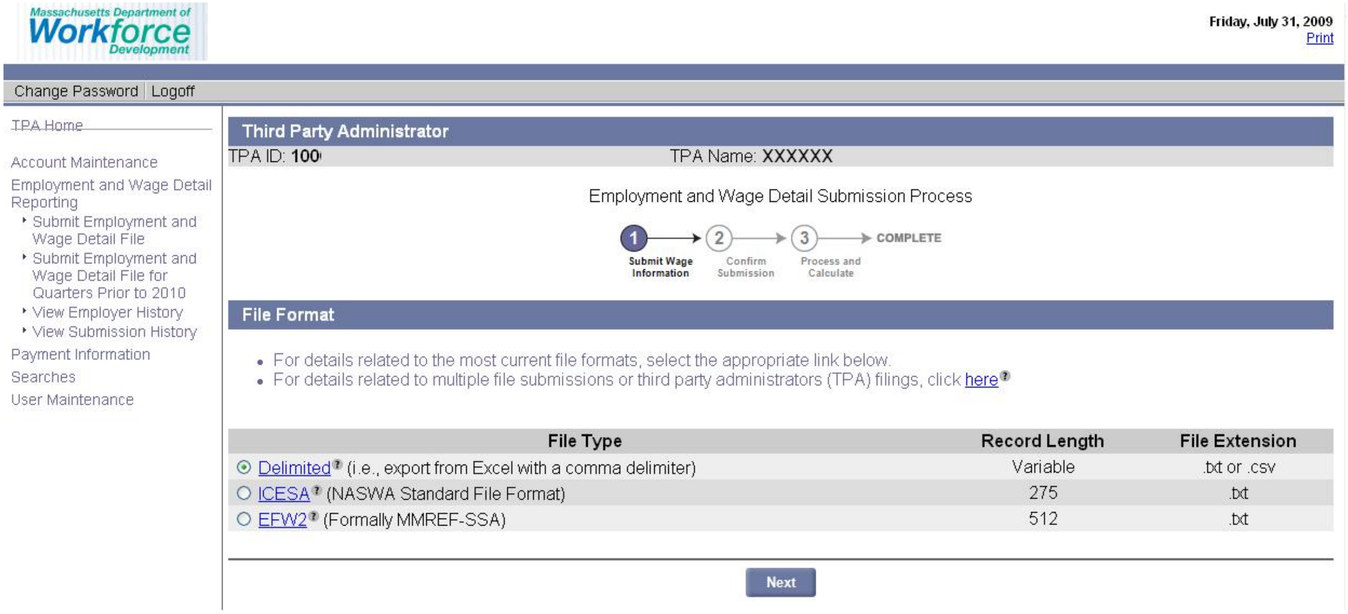


SUBMIT EMPLOYMENT AND WAGE DETAIL FILE

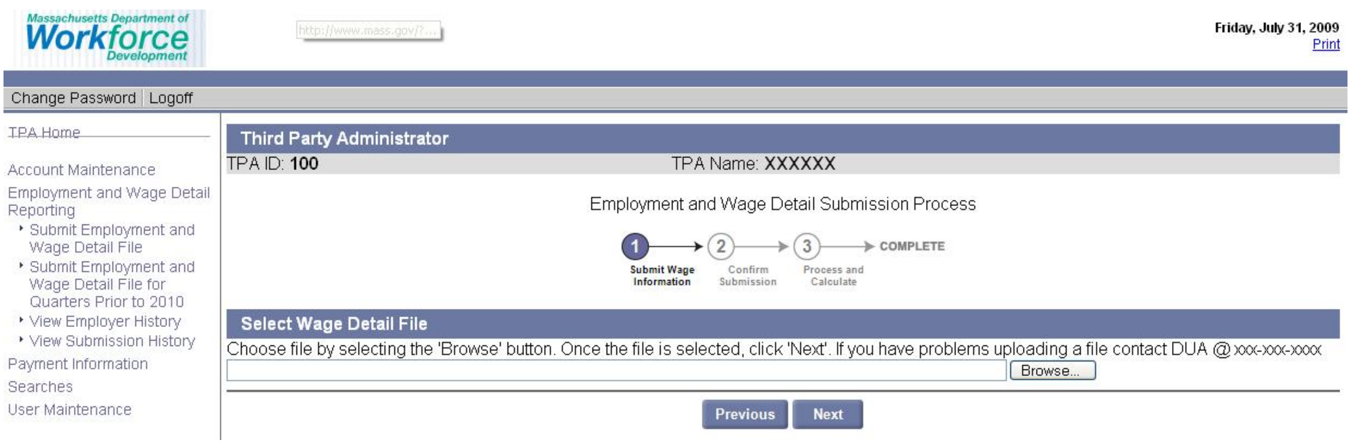
Introduction	This section of the document will show how an authorized user can submit employment and wage detail files for assigned employer accounts. If you wish to submit employment and wage details for quarters prior to 2010, please refer to the 'Submit Employment and Wage Detail File for Quarters prior to 2010' section of this user guide. The instructions here are applicable only if you are using the 'File Upload method' for multiple employers. If you wish to submit employment and wage detail reports using any other method from the individual employer account, please refer to the 'Employment and Wage Detail Reporting section' of the Employer User Guide. IMPORTANT: In order to understand the process flows, key business rules and changes, security, error handling and for extensive detail on processing Employment and Wage Detail through the new QUEST system, please refer to the addendum: Employment and Wage Detail Guidelines and Information.
File Upload method:	Within the file upload method, 3 options are available. They are: ICESA, EFW2 and Delimited. Key facts about file upload method are: • The file upload method can be used to process up to 10,000 records. If you have more than 10,000 records, the FTP method should be used. • The uploaded wage detail files would be processed immediately, if your file size is within 200 records. Otherwise, your file would be processed as part of a scheduled batch. You should be able to view the status of your submission the following day, using the link 'View Submission History'. • The process to upload files using ICESA, EFW2 or Delimited is similar with the only difference being in the file format. Please refer to the addendum for additional information and extensive detail on file format, data definitions, formatting and file generation instructions for each of these formats.

Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section 'Navigating to employment and wage detail home'.
2. Click on the link 'Submit Employment and Wage Detail File'. The following page will appear. Choose from one of the file upload methods and click 'Next'. (For the purposes of illustration, the 'Delimited' option is chosen here.)

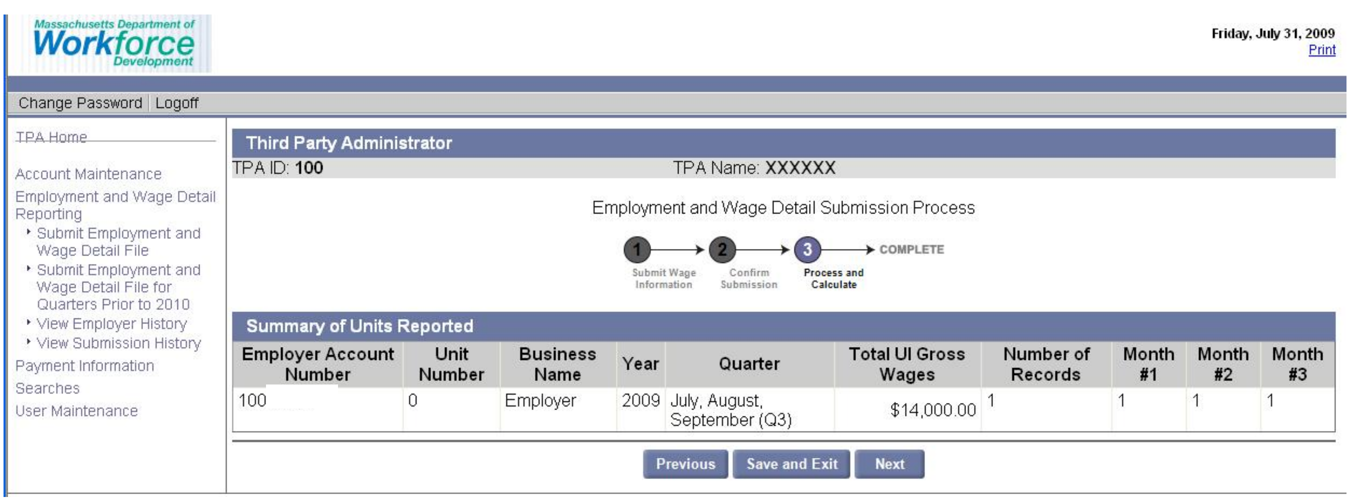


3. The following page will appear. Use the 'Browse' button to locate the employment and wage detail file from your local folder. Click on 'Next' to upload the file.



4. If there are no errors, the following page will appear displaying the summary of wage details by employer account number and reporting unit. Click 'Next' to continue with the wage detail submission. Click 'Save and Exit', if you wish to return later.

NOTE: If you had more than 200 records to upload, your file will not be processed immediately. Instead, you will get a message stating that the records will be processed in a nightly batch. You will be able to view the status of your submission on the 'View Submission History' screen.



5. On the next page you will be asked to certify your submission. Use the checkbox to complete the certification and click ‘Next’.

6. The following page will appear, displaying the quarterly contributions due for each employer.

7. The wage detail calculations will appear as shown below.

Massachusetts Department of Workforce Development

Friday, July 31, 2009
Print

Change Password | Logoff

TPA Home

Account Maintenance
Employment and Wage Detail Reporting
- Submit Employment and Wage Detail File
- Submit Employment and Wage Detail File for Quarters Prior to 2010
- View Employer History
- View Submission History

Payment Information
Searches
User Maintenance

Third Party Administrator

TPA ID: **10** TPA Name: **XXXXXX**

Reporting Information

Employment and Wages Paid for the Quarter: **July, August, September (Q3)**
Year: **2009**

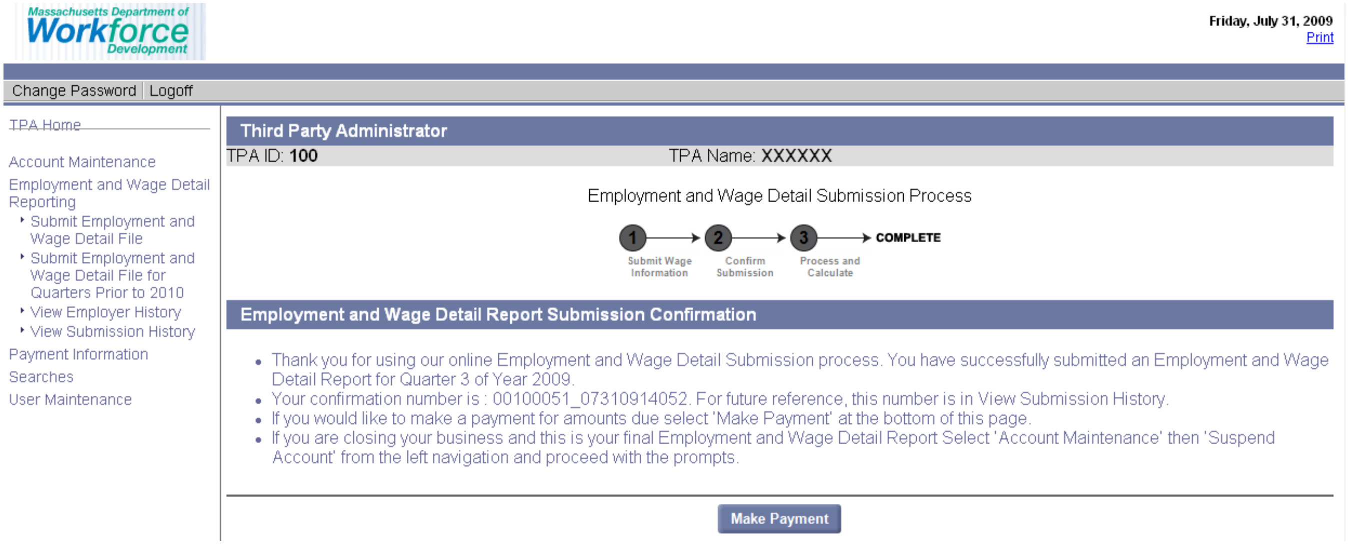
Employment and Wage Detail Adjustment Calculations

- The table below illustrates the adjustment's total effctect by quarter
- Each line lists the most recently submitted amount, the adjusted submission amount and the difference
- IMPORTANT NOTE: The adjustment process recalculates the quarter adjusted and any subsequent quarters
- Calculations DO NOT include records pending UI staff review. These will be included in a new account statement

	Submission Type	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Amount
Quarterly Wages						
Total UI Gross Wages	Submitted		$15,000.00	$0.00	$0.00	$15,000.00
	Adjusted		$15,000.00	$14,000.00	$0.00	$29,000.00
	Difference		$0.00	$14,000.00	$0.00	$14,000.00
UI Taxable Wages	Submitted		$14,000.00	$0.00	$0.00	$14,000.00
	Adjusted		$14,000.00	$14,000.00	$0.00	$28,000.00
	Difference		$0.00	$14,000.00	$0.00	$14,000.00
UHI Taxable Wages	Submitted		$0.00	$0.00	$0.00	$0.00
	Adjusted		$0.00	$0.00	$0.00	$0.00
Contributions						
UI Contribution	Submitted		$859.60	$0.00	$0.00	$859.60
	Adjusted		$859.60	$844.99	$0.00	$1,704.59
	Difference		$0.00	$844.99	$0.00	$844.99
UHI Contribution	Submitted		$0.00	$0.00	$0.00	$0.00
	Adjusted		$0.00	$0.00	$0.00	$0.00
	Difference		$0.00	$0.00	$0.00	$0.00
Workforce Training Fund	Submitted		$8.40	$0.00	$0.00	$8.40
	Adjusted		$8.40	$5.66	$0.00	$14.06
	Difference		$0.00	$5.66	$0.00	$5.66
Secondary Uniform Adjustment	Submitted		$0.00	$0.00	$0.00	$0.00
	Adjusted		$0.00	$0.00	$0.00	$0.00
	Difference		$0.00	$0.00	$0.00	$0.00
Penalties and Interest						
Non Filer Penalty	Submitted		$100.00	$0.00	$0.00	$100.00
	Adjusted		$100.00	$0.00	$0.00	$100.00
	Difference		$0.00	$0.00	$0.00	$0.00
Interest	Submitted		$31.10	$0.00	$0.00	$31.10
	Adjusted		$31.10	$0.00	$0.00	$31.10
	Difference		$0.00	$0.00	$0.00	$0.00
Quarterly Amount Due	Submitted		$999.10	$0.00	$0.00	$999.10
	Adjusted		$999.10	$850.65	$0.00	$1,849.75
	Difference		$0.00	$850.65	$0.00	$850.65

Previous

8. The following confirmation will appear indicating that the process is complete.



SUBMIT EMPLOYMENT AND WAGE DETAIL FILE FOR QUARTERS PRIOR TO 2010

Introduction	This section of the document will show how a TPA can submit employment and wage detail file for multiple employer accounts for quarters prior to 2010. The instructions here are applicable only if you are using the 'File Upload method' for multiple employers. If you wish to submit employment and wage detail reports using any other method from the individual employer account, please refer to the ' Employment and Wage Detail Reporting section' of the Employer User Guide. IMPORTANT: The file format for uploading UI Gross wages and UHI gross wages has not changed, when you are submitting these reports for quarters prior to 2010. At the same time, please note that you will not be able to use this method for Quarters beginning 2010.

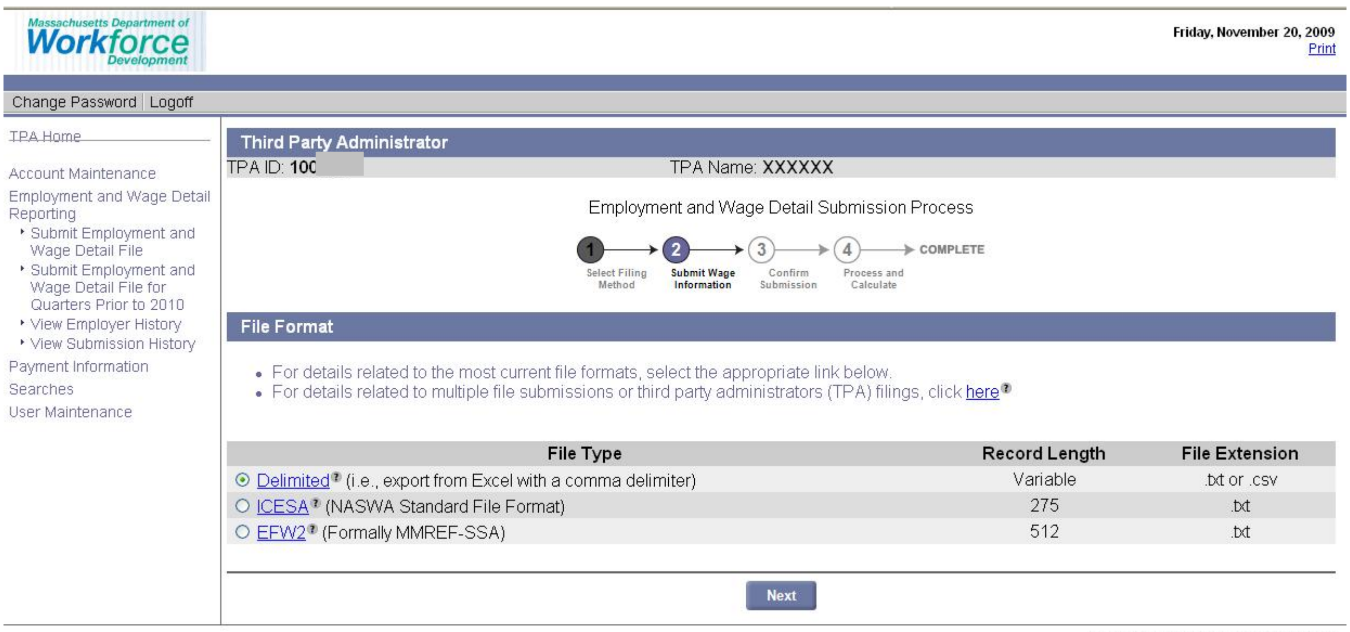
Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section 'Navigating to employment and wage detail home'.

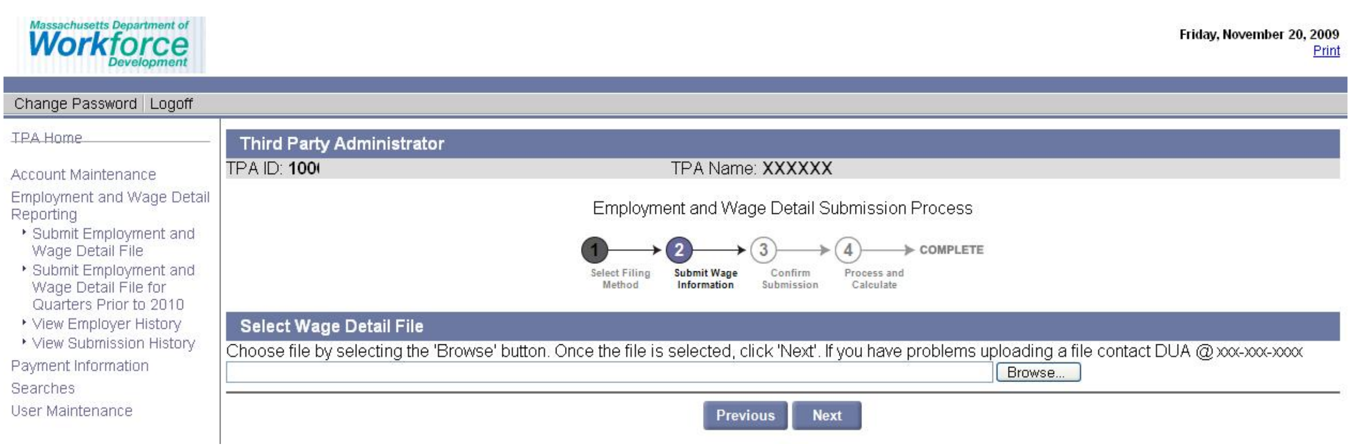
2. Click on the link 'Submit Employment and Wage Detail File for Quarters Prior to 2010'. The following page will appear. Locate the UI wage detail file and UHI wage detail file that are ready for upload, from your local folders. Click 'Next'.

3. Both the UI file and UHI file, will be uploaded to QUEST and will be processed by a batch process that runs daily. After the upload is complete, the following page will appear, asking if you wish to submit the DOR wage detail files. Click 'Yes' to continue.

4. The following page will appear, prompting you to select the file format for uploading the DOR wage detail file. Choose one of the formats and click 'Next'. **IMPORTANT**: The file format for the DOR wage detail file is similar to the Employment and Wage Detail reports for Quarters beginning 2010. Please refer to the 'Submit Employment and Wage Detail Files' for instructions on file format.



5. The following page will appear, prompting you to upload the file. Use the 'Browse' button to upload the file and click on 'Next', to continue.



6. The following confirmation will appear, indicating that your DOR wage detail file has been uploaded. Click on 'Exit' to complete the process.

7. **IMPORTANT:** The DOR wage detail file you uploaded in the previous step will not be used to calculate the Quarterly contributions due for the employer account.

VIEW SUBMISSION HISTORY

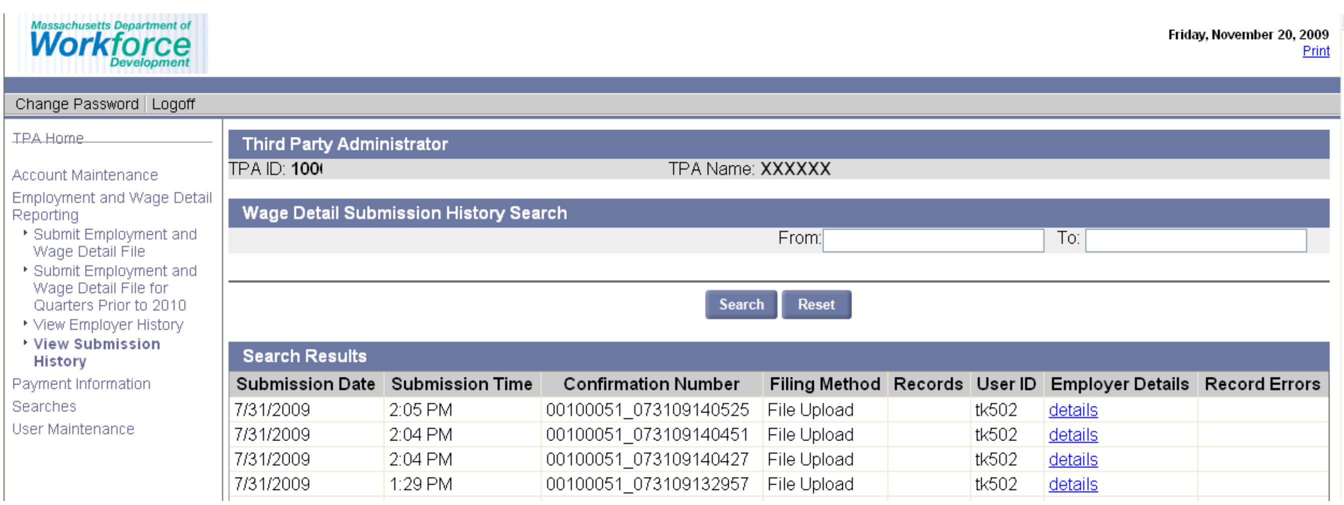
Introduction	This section of the document will show how a TPA can view employment and wage detail submission history. You can view submission history by date range for original and adjusted wage detail reports. The data displayed includes the Submission Date and Time, Filing Method, Confirmation number and error information. You will also be able to view the employer account number and the summary of wage details specific to the submission, by clicking on the 'details' for each submission.

Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section 'Navigating to employment and wage detail home'.

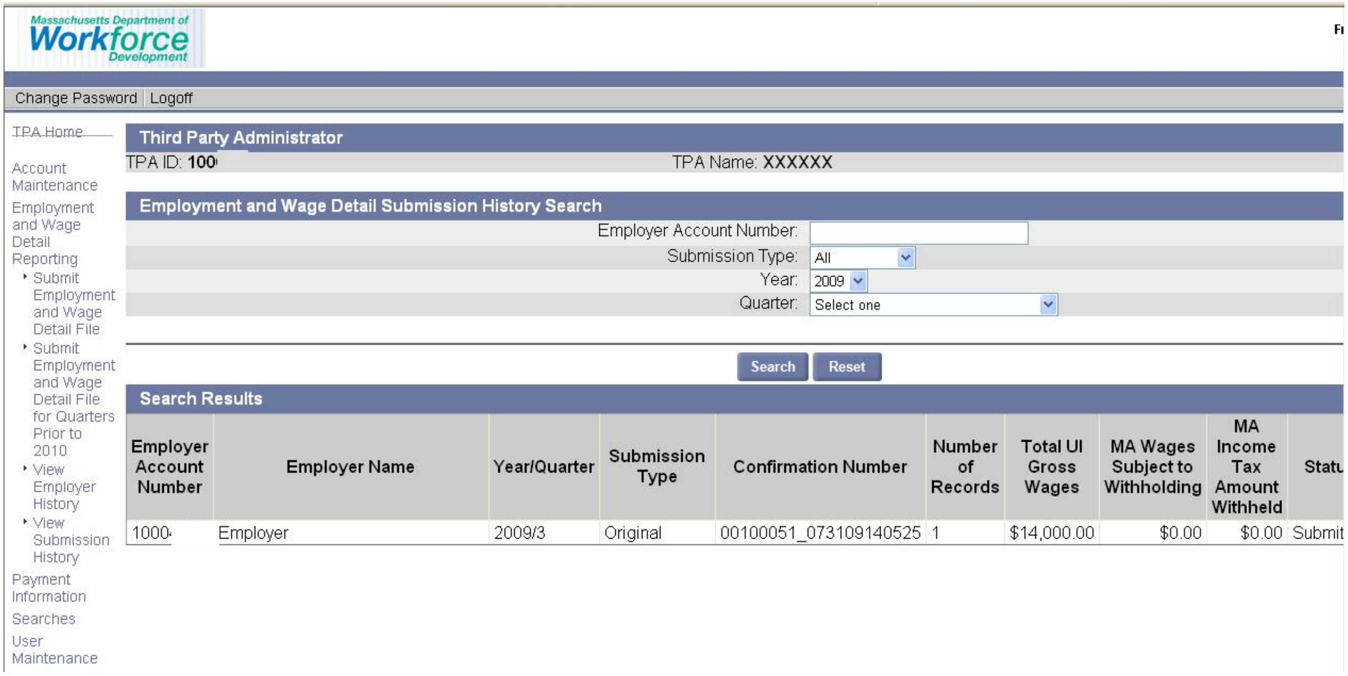
2. Click on the link ' View Submission History'. The following page will appear. Enter the date range for which you wish to view the submission history. Click on ' Search'

3. The search results will appear as shown below. Click on the ' details' to view more information on each submission.



Submission Date	Submission Time	Confirmation Number	Filing Method	Records	User ID	Employer Details	Record Errors
7/31/2009	2:05 PM	00100051_073109140525	File Upload		tk502	details	
7/31/2009	2:04 PM	00100051_073109140451	File Upload		tk502	details	
7/31/2009	2:04 PM	00100051_073109140427	File Upload		tk502	details	
7/31/2009	1:29 PM	00100051_073109132957	File Upload		tk502	details	

4. The details will appear as shown below.



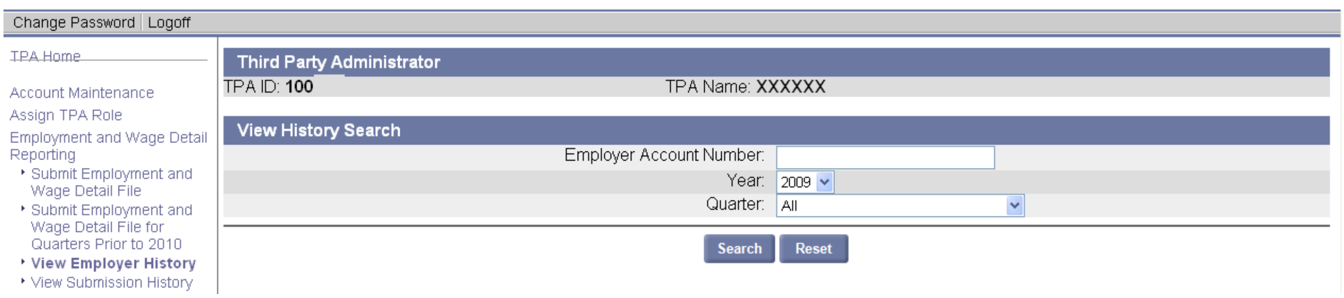
VIEW EMPLOYER HISTORY

Introduction	This section of the document will show how a TPA can view the summary of employment and wage detail history by employer accounts. You can view the employment and wage detail summary for each assigned employer account for a chosen quarter. The search results will include the employer account number, name, year/quarter, total UI gross wages, amounts due, and wages withheld.

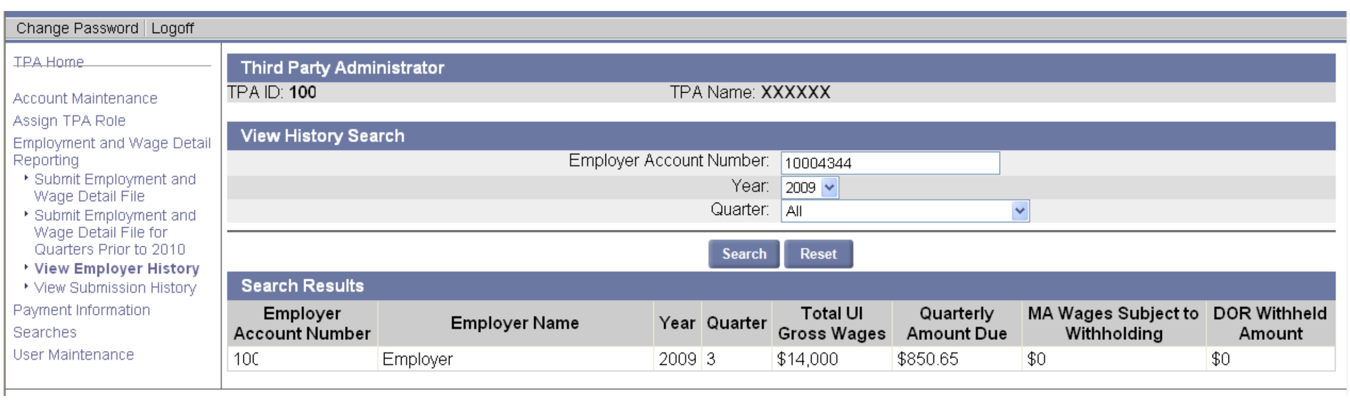
Step-by-Step Instructions:

1. Navigate to the employment and wage detail home page using the instructions provided in the section 'Navigating to employment and wage detail home'.

2. Click on the link 'View Employer History'. The following page will appear. Enter search criteria to limit results by employer account number and/or year/quarter. Click on 'Search'.



3. The search results will appear as shown below.

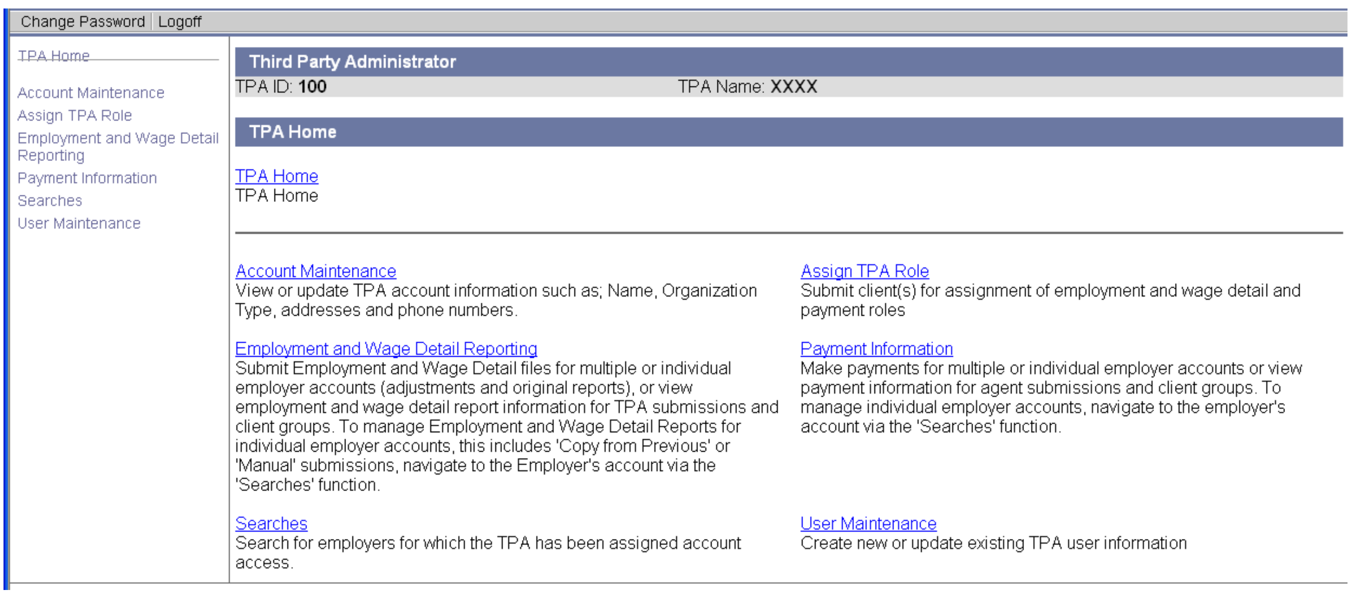


ASSIGN TPA ROLE

Introduction	This section of the document will explain how an authorized TPA can self-assign the roles - 'Wage Detail - Update/Submit' and 'Payments - Update/Submit' in order to perform corresponding functions on behalf of an employer. In order for TPA (s) to self assign these roles, they must be pre-authorized by the DUA.

Step-by-Step Instructions:

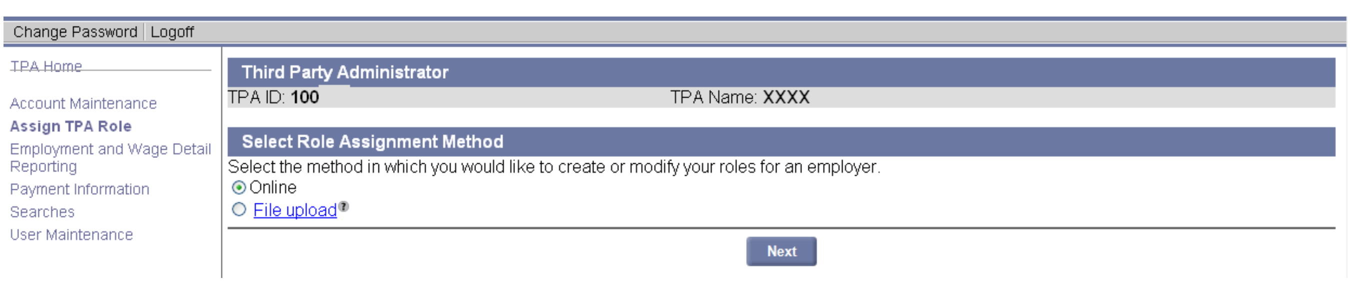
1. Navigate to the TPA home page. If required, please refer to the section 'Logging In'. The following page will appear.



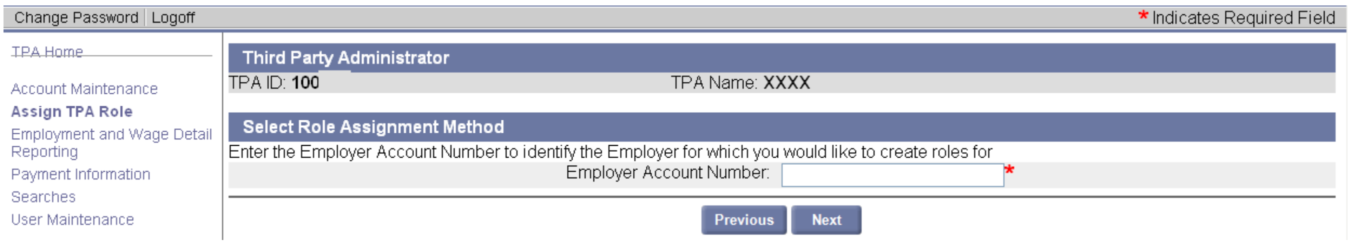
2. Click on the link 'Assign TPA Role'. This link will be available only if your account has been authorized by the DUA for self – assigning roles.

3. The following page will appear. If you wish to assign roles manually using the online method, enter your choice using the radio buttons and continue to the next step. Otherwise, proceed to step 6 for instructions to use the file upload method.

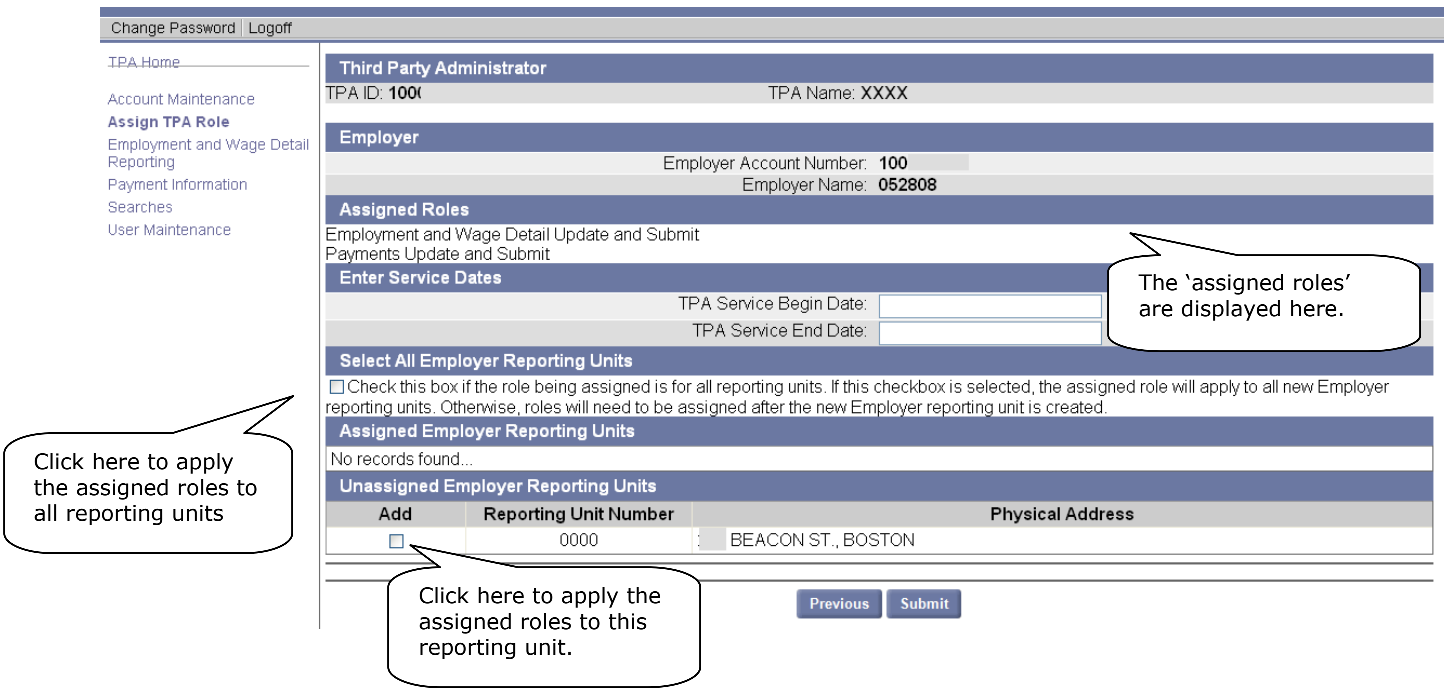
NOTE: The 'Online' method allows only one employer account to be associated with the TPA account at a time. To add more than one employer, the process should be repeated. The 'File Upload' method allows more than one employer to be added at a time.



4. The following page will appear. Enter the employer account number and click 'Next'.

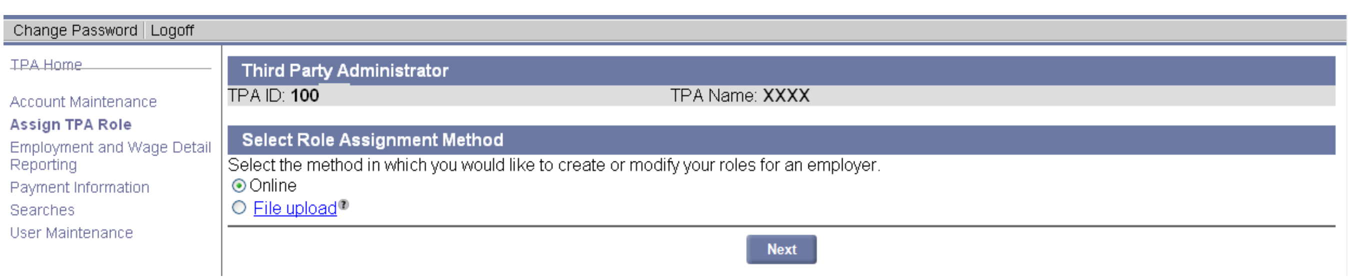


5. The following page will appear. Enter the required information and click on 'Submit' to continue.



6. A confirmation will appear on the next page indicating the role assignment process is complete.

7. Continued from step 3: Choose 'File Upload' using the radio buttons.



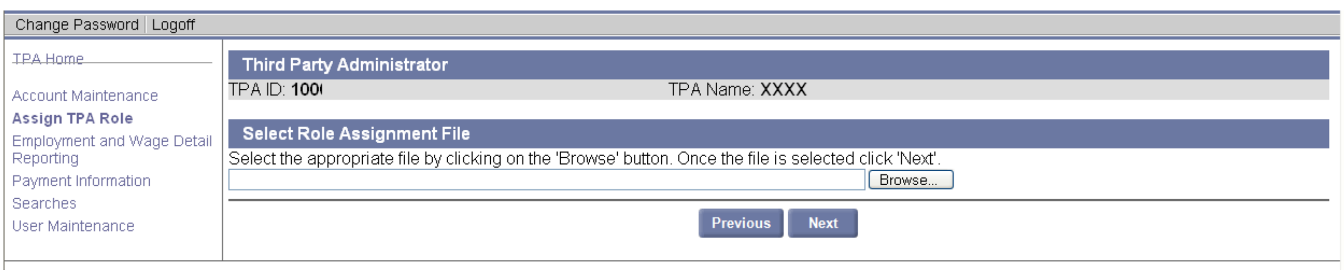
NOTE: File Format Instructions

Upload a .txt file with the following data to assign employment and wage detail and payment to you on behalf of your client(s): The file should like below:

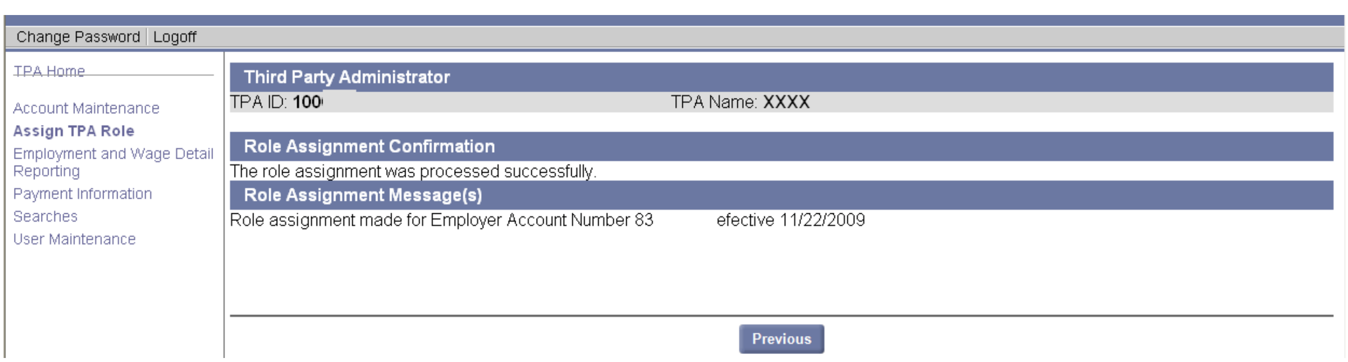
- The first row of the file should contain the TPA ID (Max 9 characters)
- The second row and the subsequent rows should contain the employer details in the following order:

EAN (Max 8 characters),Unit Identifier (1 = All Existing and New Units, 0 = Some of the Existing Units),Reporting Unit (Leave blank if "1" entered above. If 0, only enter one reporting unit per record. If multiple units need to be assigned, submit a record for each unit),Begin Date (MMDDYYYY),End Date (MMDDYYYY)

8. The following page will appear. Locate and upload the text file containing the employer- role assignment details using the 'Browse' button. Click 'Next' to process the uploaded file.



9. The confirmation page will appear indicating that the upload process is complete.



USER MAINTENANCE

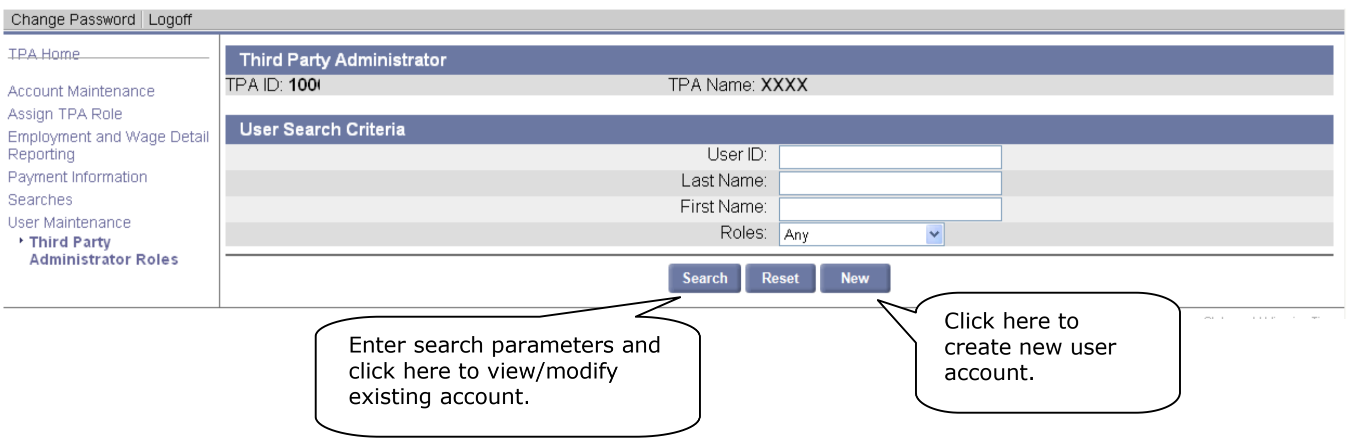
Introduction	This section of the document will explain how an authorized user can create new or modify existing TPA user accounts. Within each TPA user account, role assignment allows you to specify the level of access for the TPA user account.

Step-by-Step Instructions:

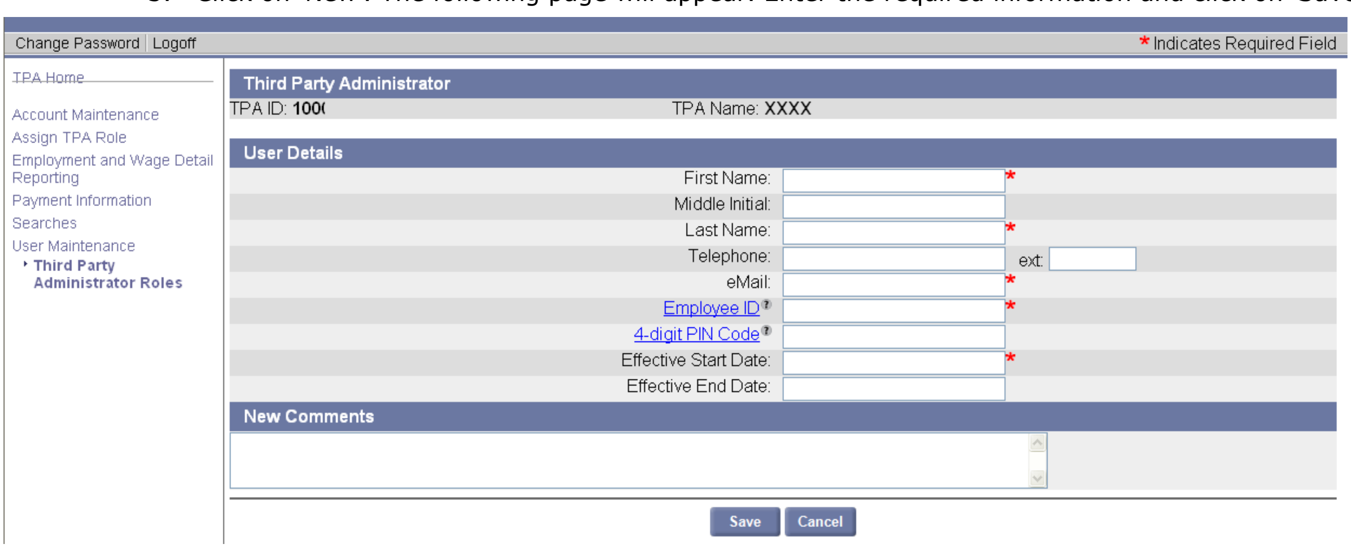
CREATE TPA USER ACCOUNT:

1. Navigate to the TPA home page/splash page. If required, please refer to the section on 'Navigating to TPA Home page/Splash Page'.

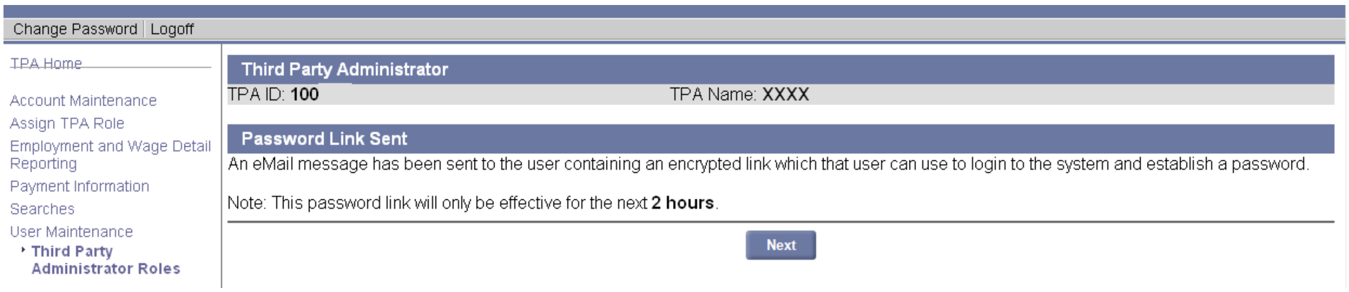
2. Click on the link 'Third Party Administrator Roles'. The following page will appear.



3. Click on 'New'. The following page will appear. Enter the required information and click on 'Save'



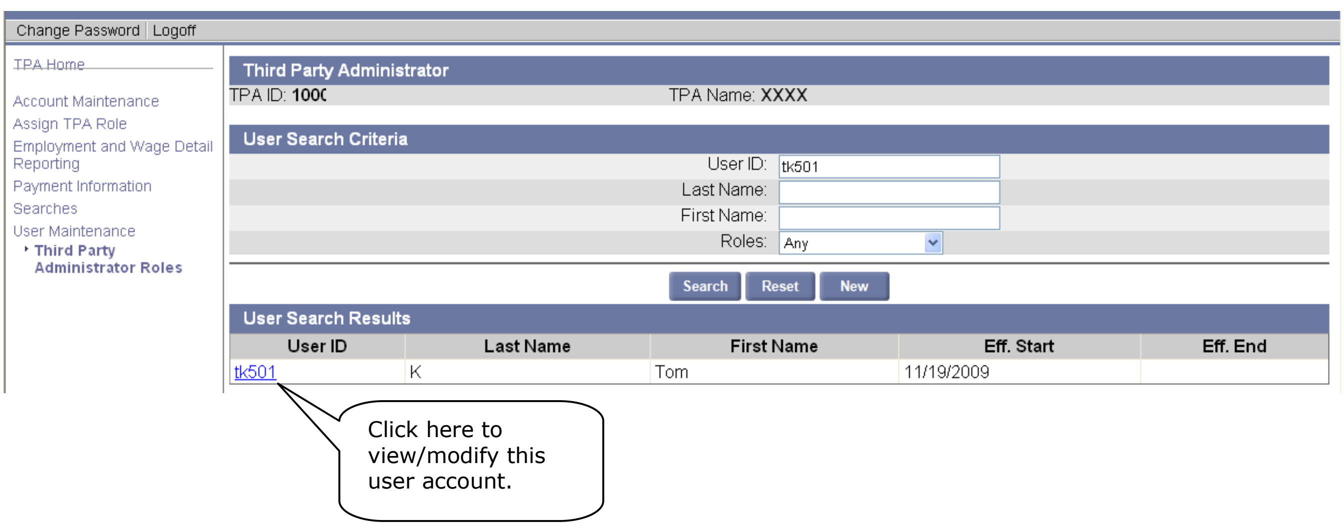
4. The new user account will be created and the login credentials will be emailed to the email address provided in step 3. The following page will appear confirming the same.



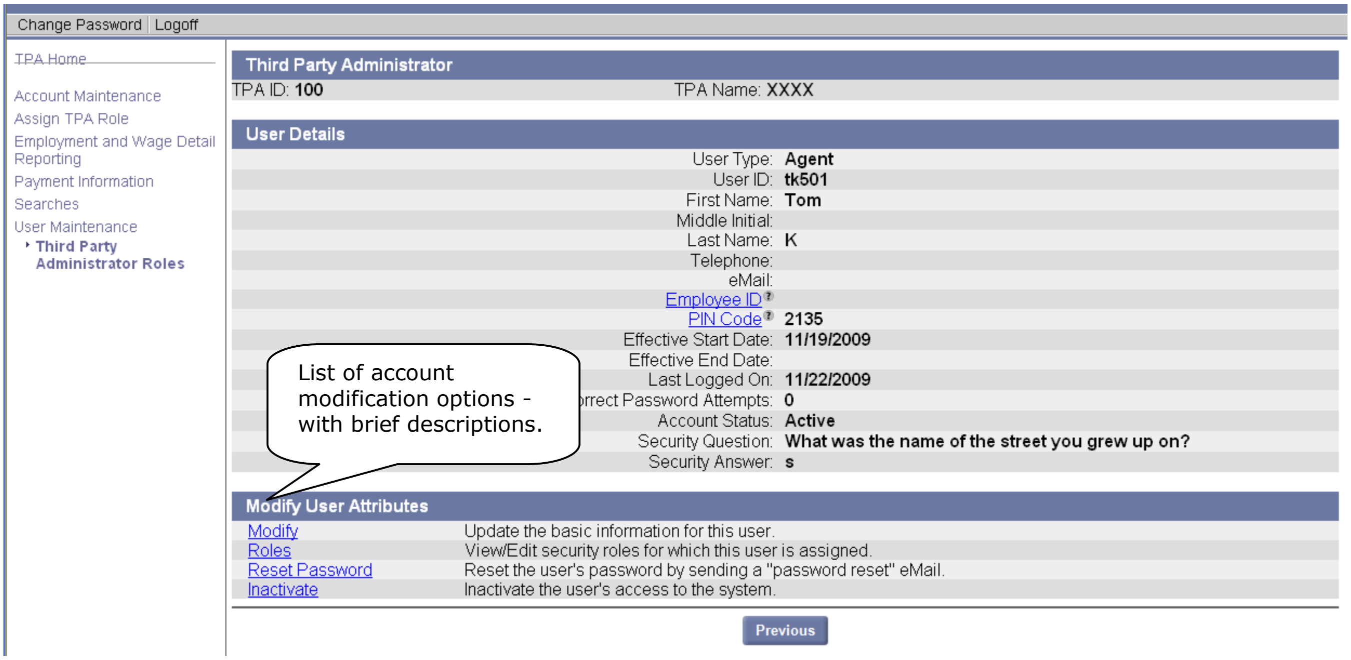
5. Please refer to the section below, for instructions to assign roles to the newly created TPA user account. This step is required; otherwise, the user will not be able to perform any functions using the newly created account.

MODIFY TPA USER ACCOUNT:

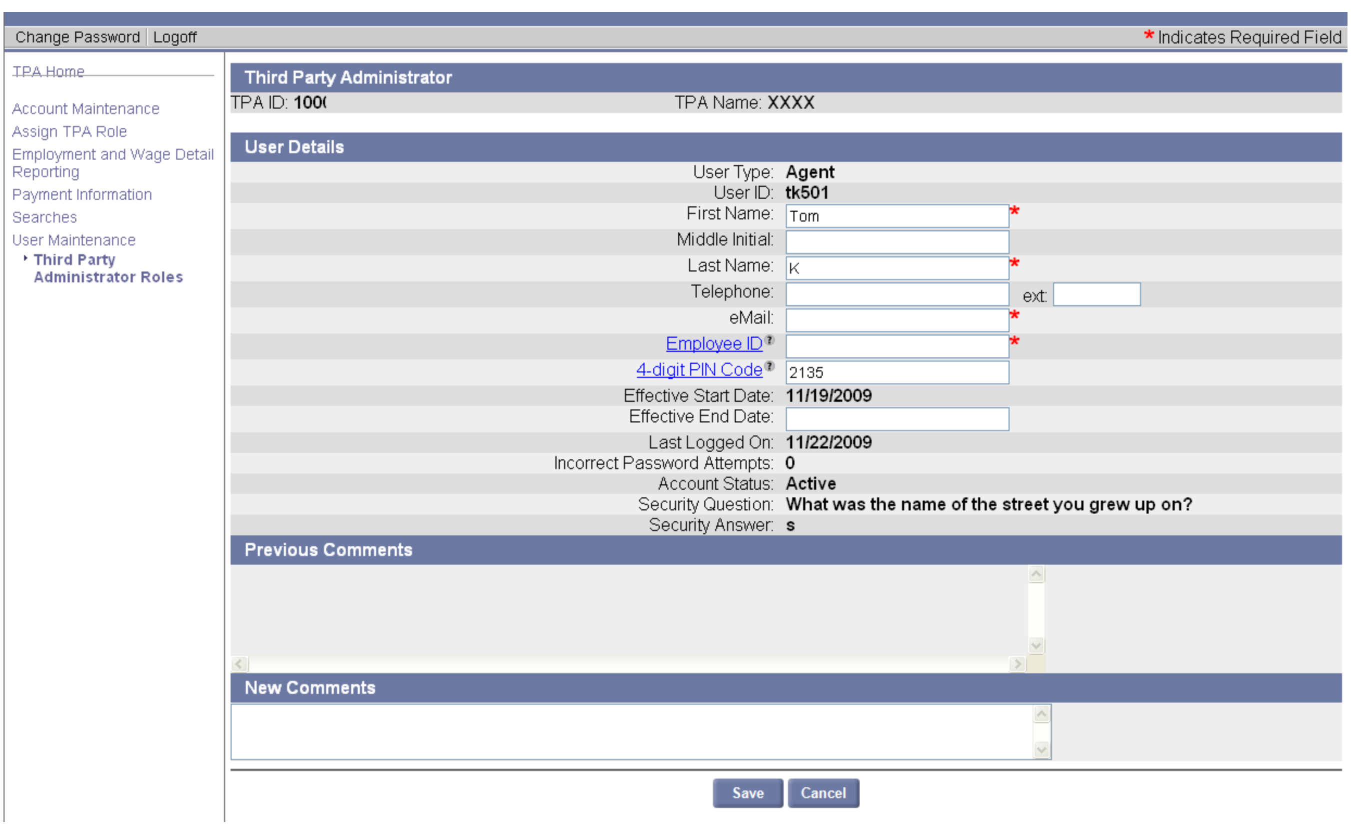
1. Follow the first two steps outlined in the instructions to create a new TPA account.
2. Click on ‘Search’, after entering search parameters. The following page will appear with the search results. Click on the user ID to continue.



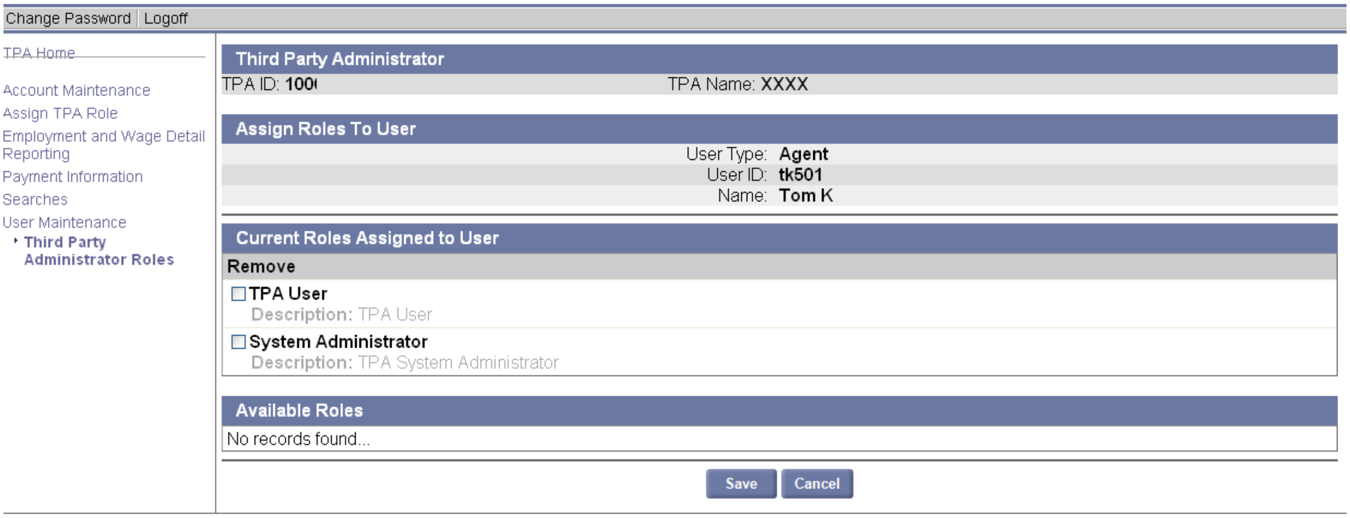
3. The following page will appear, providing a list of account modification options.



4. Modify: Click on ‘Modify’ in step 3. The following page will appear. Enter your changes and click ‘Save’ to confirm the changes.

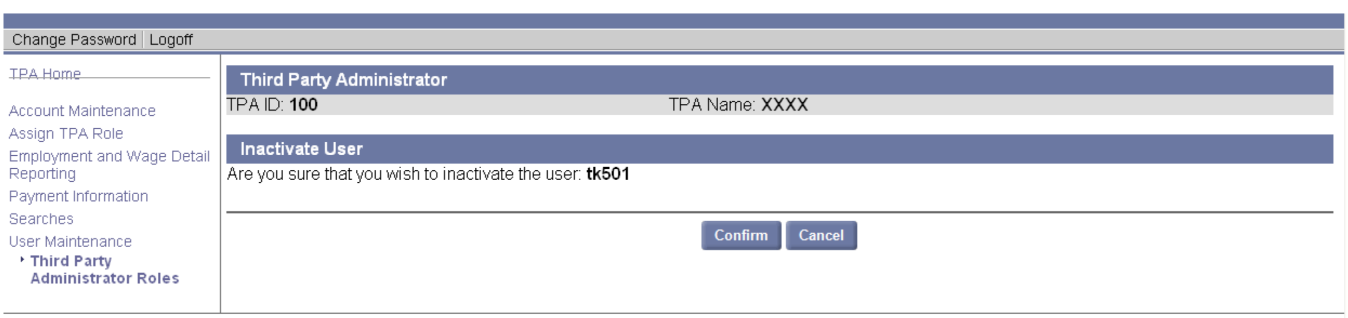


5. Click on 'Roles' in step 3. The following page will appear. Use the checkboxes to assign available roles/remove exiting roles. Click on 'Save' to confirm the changes.

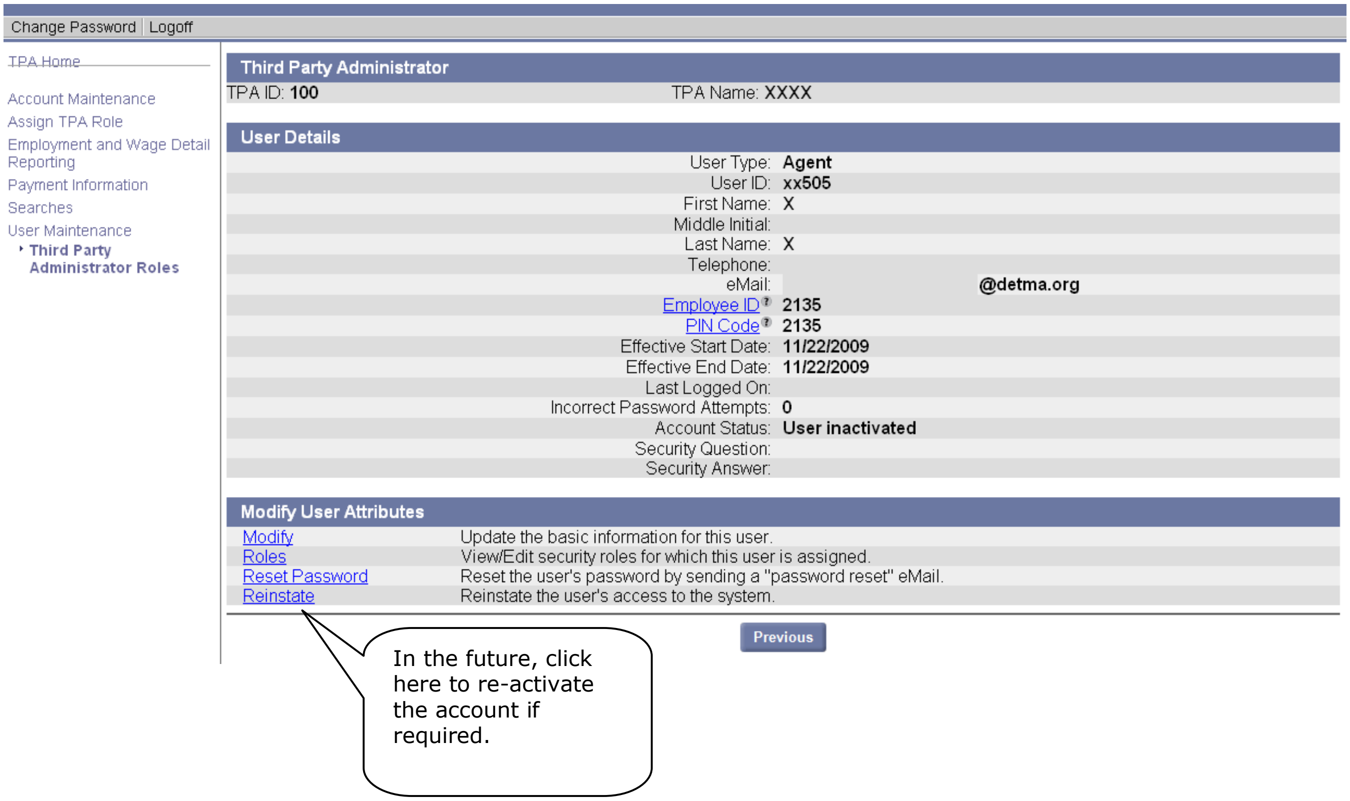


6. Click on 'Reset Password' in step 3. The following page will appear. A warning message will be displayed indicating that you are about to reset the password. Click on 'Confirm' to continue. An email message will be sent to the user with the instructions to reset the password.

7. Click on 'Inactivate' in step 3. The following page will appear. A warning message will be displayed that you are about to inactivate the account. Click 'Confirm' to proceed.



8. The following page will be displayed. The account status will read – 'User Inactivated'. If you wish to revive the account in the future, click on 'Reactivate' and follow the prompts to re-activate the account.

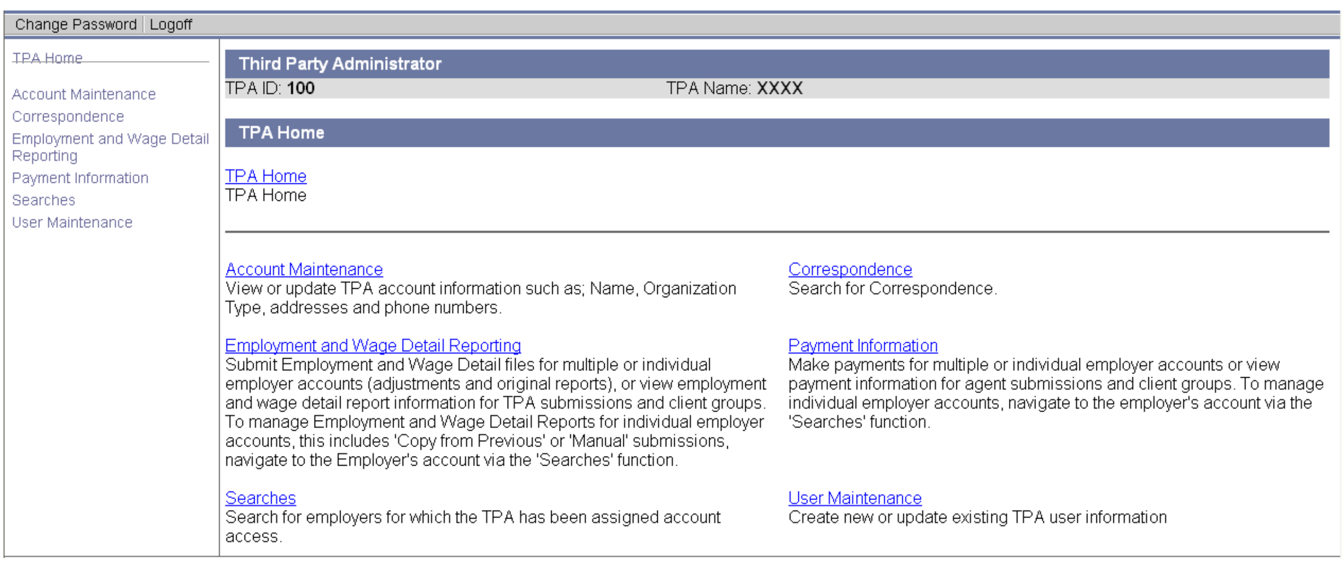


CORRESPONDENCE

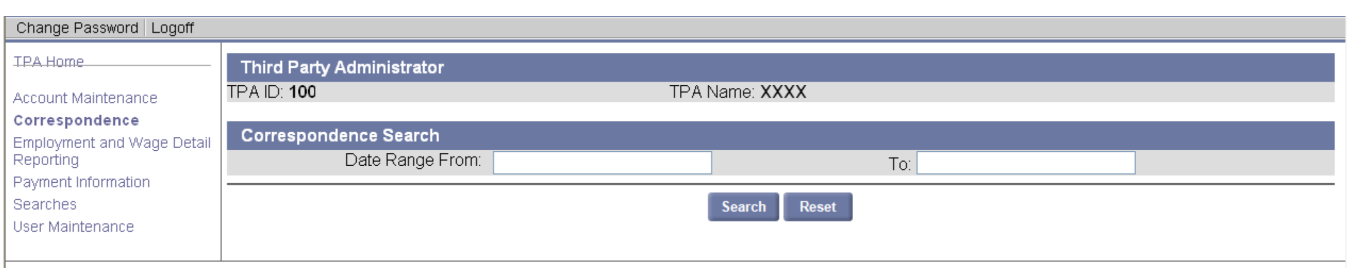
Introduction	This section of the document will show how an authorized user can view a correspondence sent from DUA to the TPA account on the QUEST system. All correspondences will be sent to your QUEST account except for ad-hoc and registration correspondences. You will be notified via email when a correspondence is sent to your account. You must login to the QUEST system to view the correspondence. You can set up your preferred email address to receive notifications using the instructions provided in the 'Address Information' section of this user guide. NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at www.adobe.com

Step-by-Step Instructions:

1. Navigate to the TPA home page. The home page will appear as shown below. Click on the link 'Correspondence'.



2. The correspondence home page will appear as shown below.



3. Enter the date range for which you wish to search correspondence for. Click on 'Search'.
4. The search results will appear as shown below. Click on the correspondence number to view a correspondence.

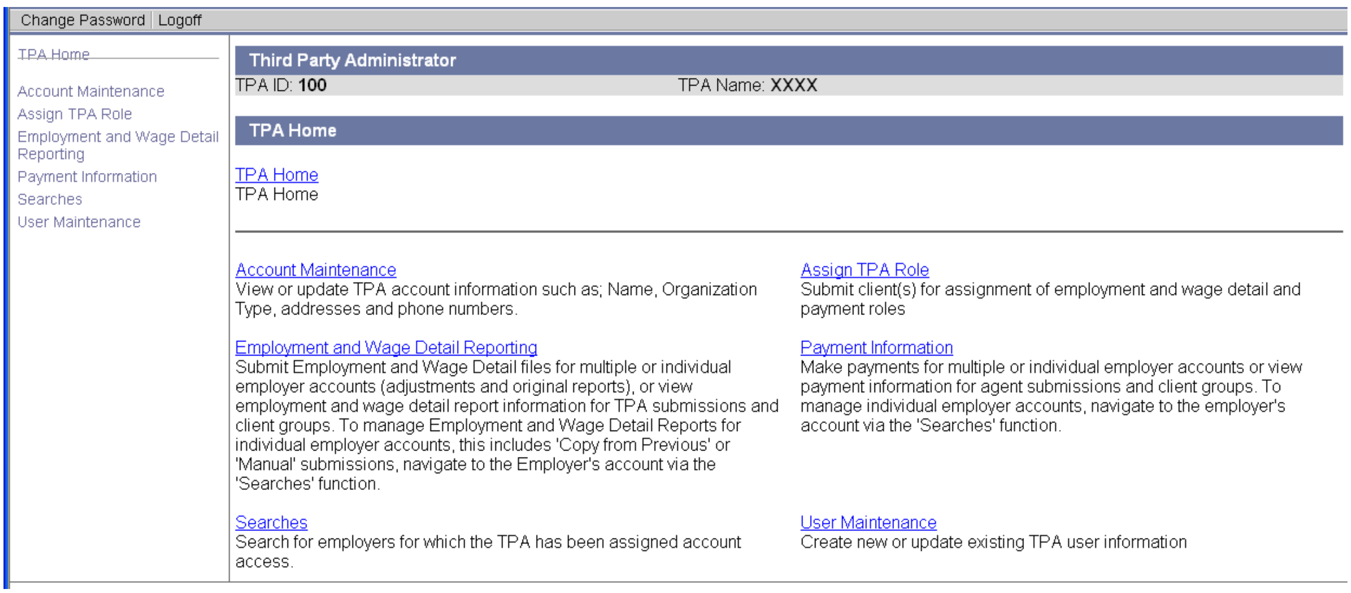
5. The selected correspondence will appear in a new window in pdf format.

SEARCHES/EMPLOYER ACCOUNT HOME

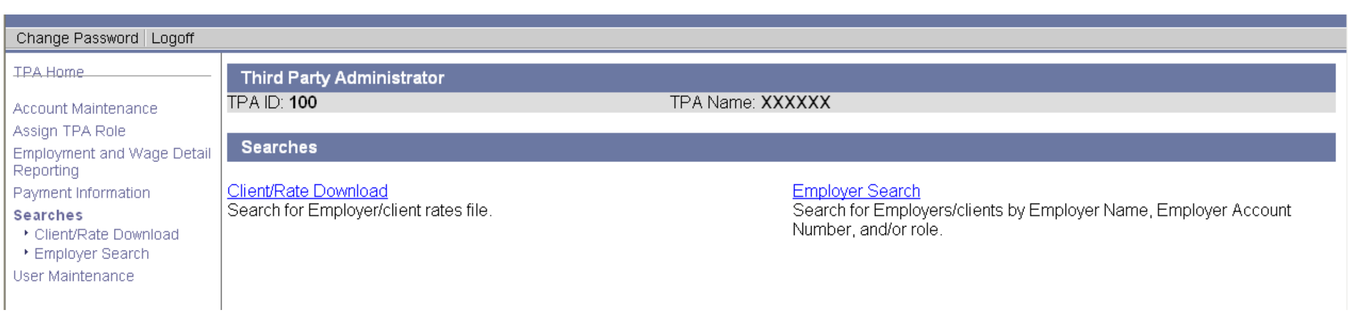
Introduction	This section of the document will show how an authorized user can search and view the individual employer home pages of assigned employers. Once at the employer home page, you will be able to access & perform most of the employer functions on behalf of the employer. However, the functions that you will be able to perform will be controlled by the roles assigned to you by the employer. Once you are at the employer home page, you will be able to see only the functions assigned by the employer. Please refer to the Employer User Guide for complete information on all the functions, performed from an employer account. You must contact the employer you are servicing to gain access to a role you require.

Step-by-Step Instructions:

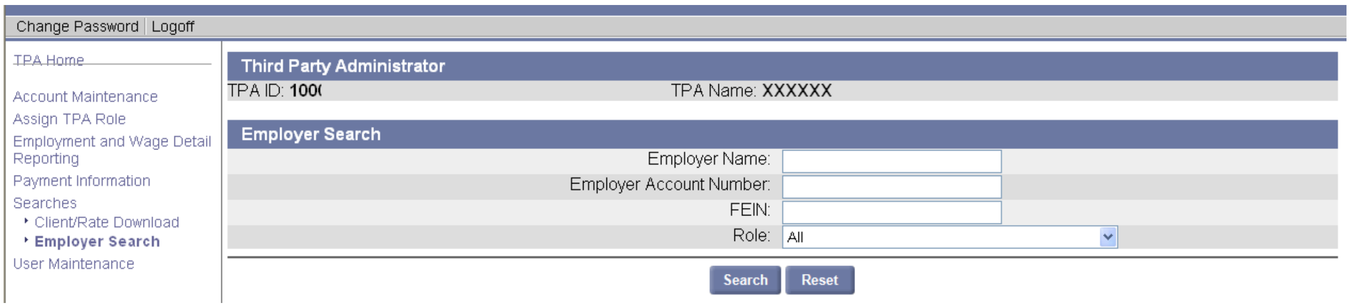
1. Navigate to the TPA home page. If required, please refer to the section 'Logging In'. The following page will appear.



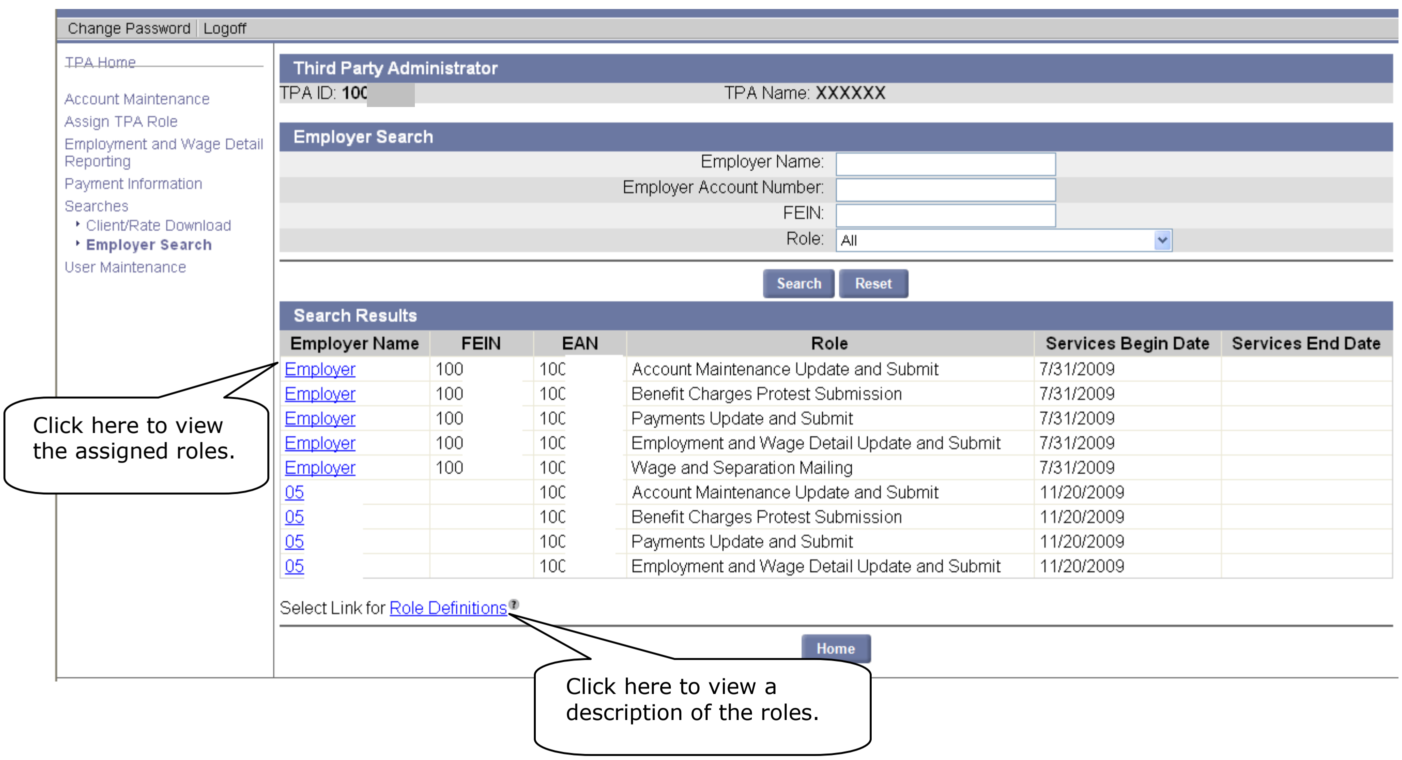
2. Click on the link 'Searches'. The following page will appear.



3. Click on the link 'Employer Search'. The following page will appear.

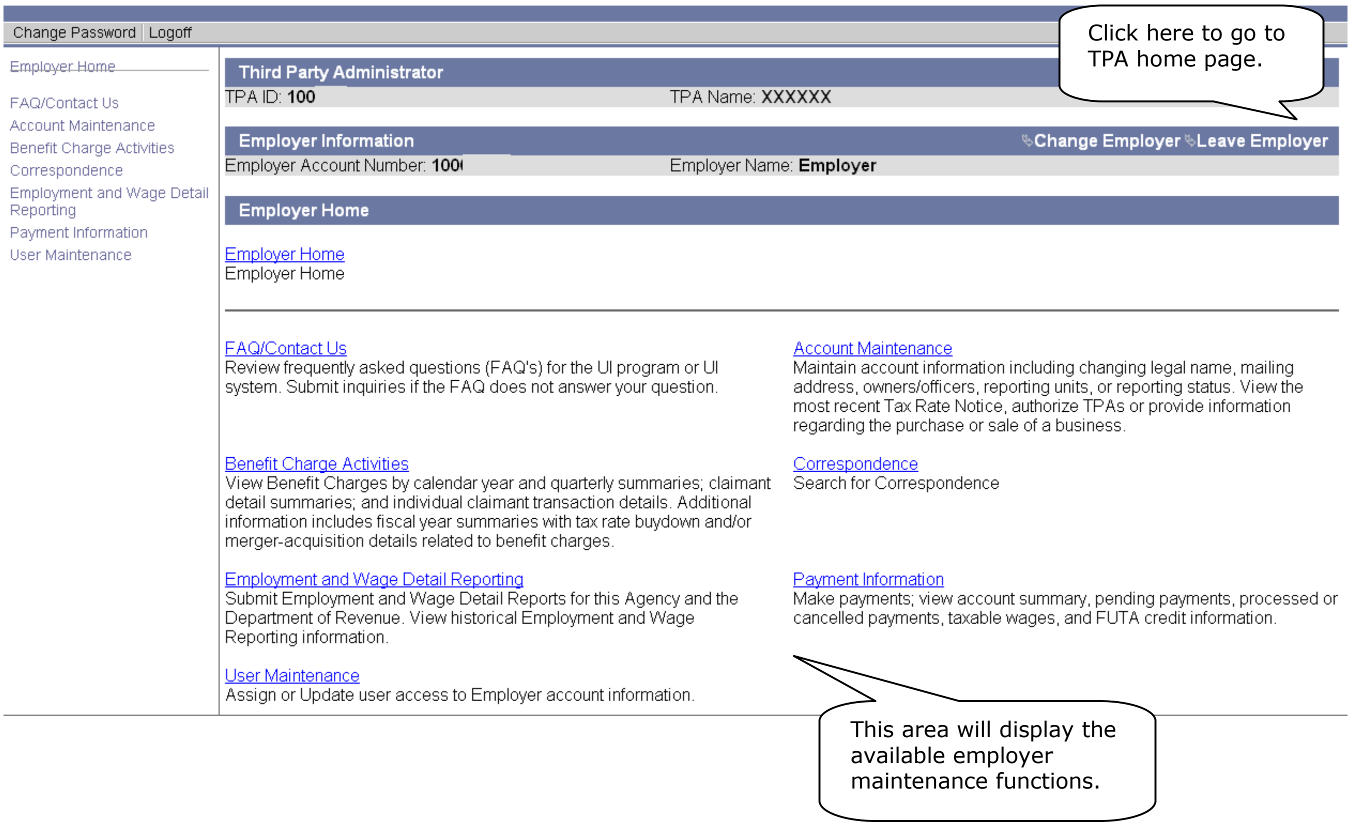


4. The search results will appear as shown below. Based on your search criteria, one or more employer accounts displayed. Along each employer name, the assigned role(s) will also be displayed. Click on the Employer name to go to the home page of the employer.



5. The employer home page will appear as shown below. You will be able to perform employer functions from here by clicking on the appropriate links. Please refer to the employer user guide for the complete set of instructions on performing employer functions.

While you are at this page, you will be able to go to a different employer account by clicking on the link 'Change Employer'. Click on 'Leave Employer' to leave the employer home page and return to the TPA home page.

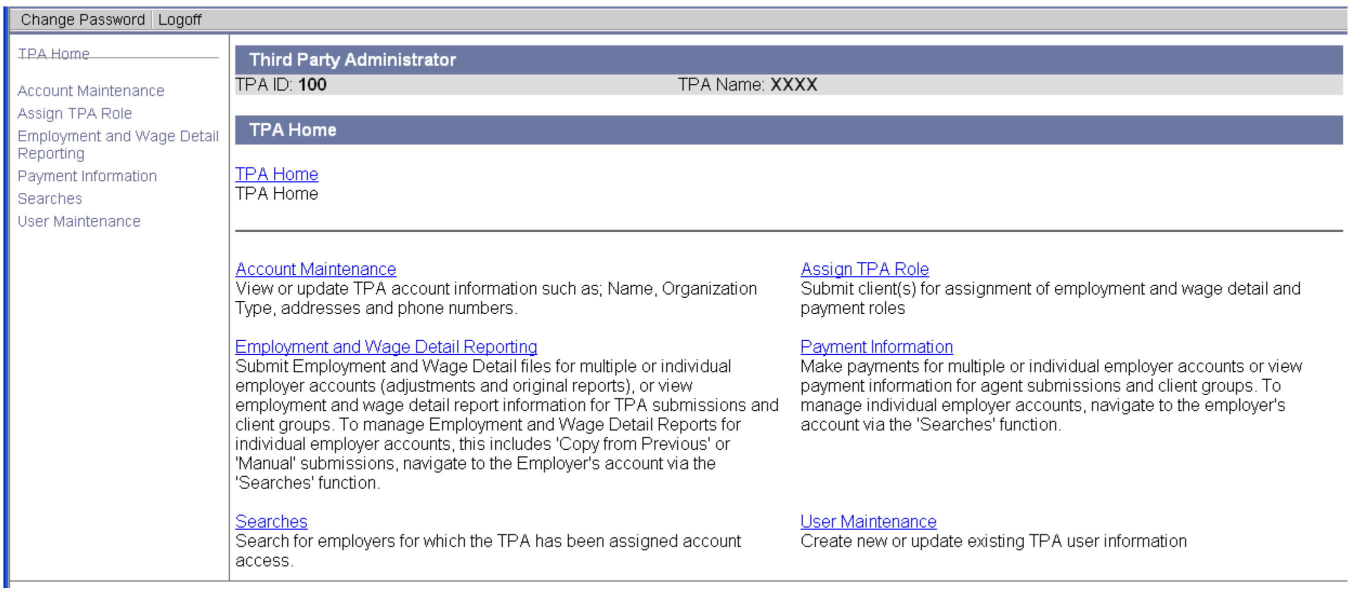


SEARCHES/ CLIENT RATE DOWNLOAD

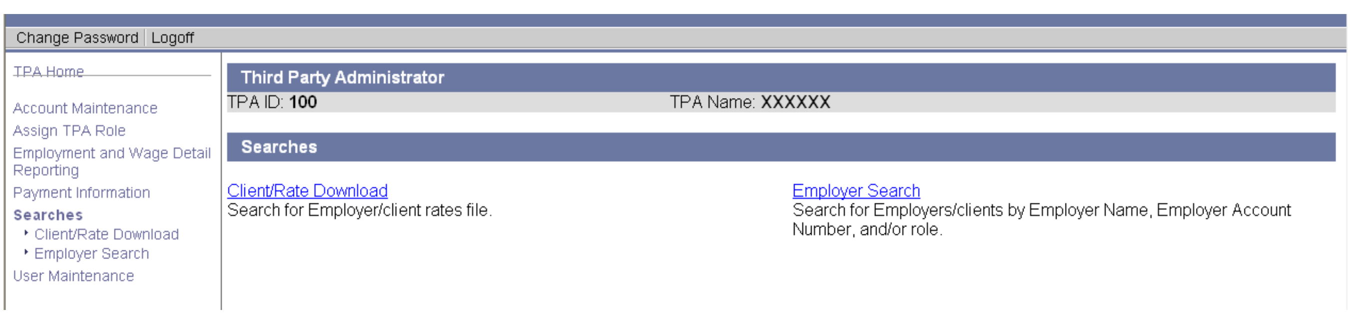
Introduction	This section of the document will show how a TPA can download the tax rates of clients assigned to the TPA account.

Step-by-Step Instructions:

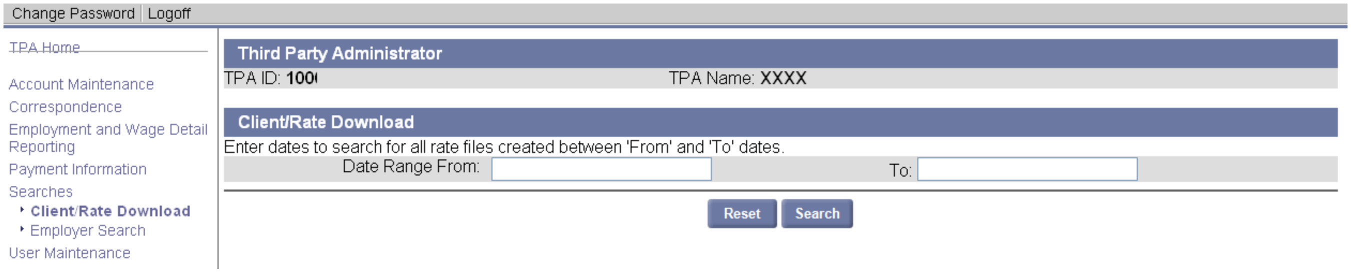
1. Navigate to the TPA home page. If required, please refer to the section 'Logging In'. The following page will appear.



2. Click on the link 'Searches'. The following page will appear.



3. Click on the link 'Client/Rate Download'. The following page will appear.



4. Enter a date range parameter for rate file creation. Click on ‘Search’.

5. Follow the prompts to download the file to your local folders.

ABBREVIATIONS

DUA	Division of Unemployment Assistance
DOR	Department of Revenue
FEIN	Federal Employer Identity Number
LLC	Limited Liability Corporation
MA	Massachusetts
SSN	Social Security Number
TPA	Third Party Administrator
UI	Unemployment Insurance
UHI	Unemployment Health Insurance

ADDENDUM

A. HOURS WORKED GUIDELINE

How do I report hours worked? General Rule:

1. If the employer knows the actual number of hours worked, the employer should report that figure.

2. If the employer does not know the actual number of hours worked, the employer should:

A. for full-time employees use 40 hours per week.

B. for part-time employees, employer should estimate the number of hours.

C. for full-time plus, employer should use 40 hours per week plus an estimate.

Overtime:

The employer should report the number of hours actually worked for which overtime pay or compensatory time is paid without regard for the overtime pay rate. Compensatory time should be reported when taken, not when earned.

Fractions of hours:

If the employee's total number of hours in a quarter results in a fractional amount, the total figure should be rounded to the nearest whole hour. If the fraction is "1/2 hour" or more it should be rounded up to the next whole hour, and if it's less than a 1/2 hour, it should be rounded down.

Vacation/sick/holiday pay:

The actual number of hours for which an employee receives vacation, sick or holiday pay should be reported. Vacations, sick days and Holidays without pay should not be counted as hours worked.

On call:

Hours in which the employee is carrying a pager, or is otherwise "on call" should not be included in the "hours worked" calculation.

Employees not paid by the hour:

These include salaried workers and those paid by commission. Also included are workers who are paid by the mile, by piecework, by the acre, by the payload, by reductions in rent, or other non-hourly rates. When the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-time employees should be reported at the rate of 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Wages paid less than once per quarter:

This will occur most often with corporate officers who are paid only once or twice a year. The employer should report the number of hours worked in any quarter in which no wages were paid, along with $0 wages. Then, when wages or salaries are finally paid, only the hours worked in that specific quarter should be reported. If the actual number of hours worked is available, it should be reported. In the absence of reliable figures, full-time employees should be reported at 40 hours per week; hours worked by part-time employees and those who work more than full-time should be estimated.

Faculty members of colleges and universities (includes technical and community colleges):

If the faculty member is considered to be a full-time employee, 40 hours per week paid should be reported. If the faculty member is considered to be part-time, an estimate of the actual hours worked should be made.

School teachers

When teachers or other staff work nine months but are paid over 12 months, their hours should be reported in the quarters that they actually work. For part-time faculty, coaches, etc., if hours are not known, employers may establish an hourly rate of pay and divide that into quarterly gross wages to obtain an estimate of hours.

Volunteer Firefighters:

Employers can establish an hourly rate of pay and divide that amount into the quarterly gross wages to obtain an estimate of hours.

B. EMPLOYMENT AND WAGE DATA SUBMISSION GUIDELINES AND INFORMATION

This is a document available at the DUA QUEST website, providing extensive detail for processing Employment and Wage data through the new QUEST System. This document focuses on process flows, key business rules and changes, and provides employers and agents the contact information necessary to make the necessary preparations for change. Go to the online version of the Table of Contents of this TPA User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

C. ICESA FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating ICESA Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this TPA User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

D. EFW2 FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating EFW2 Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of Contents of this TPA User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.

E. DELIMITED FILE FORMAT SPECIFICATIONS

This is a document available at the DUA QUEST website, providing extensive detail with key information, data definitions, and formatting instructions for generating Delimited Employment and Wage File for submission to the Massachusetts Department of Unemployment Assistance. Go to the online version of the Table of

Contents of this TPA User Guide available at www.mass.gov/uima and click on the corresponding link under addendum to access this document.